NEWPORT UTILITIES

170 Cope Boulevard, Newport, TN 37821

(423) 625-2800

CustomerService@nuconnect.com

Visit us on the web at:
www.nuconnect.com

connect

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WELCOME

connect

Dear NUconnect Customer,

Welcome to NUconnect! Thanks for choosing us as your hometown, high-speed connection to the world. We truly appreciate the opportunity to serve your broadband needs.

This **Welcome Kit** is designed to get you completely set up with NUconnect video, Internet and phone services. It includes:

- Phone User Guide
- Terms and Conditions
- Welcome
- Battery Back-Up
- How to Read Your Bill
- Troubleshooting Tips
- TV Everywhere

NUconnect services are billed in advance and separately from your Electric and Water Services. Please be aware that your first bill may be higher than your normal NUconnect bill due to the fact that advance billing will charge your account from the date of your actual connection to your first billing date, and also the first month in advance. For example, if you are connected on the 15th of the month, you will be billed from the 15th to the 1st day of your billing cycle plus one month in advance. After this first bill, your statement should be in the amount of the services you are subscribing to plus any applicable taxes and fees.

If you have any questions or need assistance with your new services, please contact **NUconnect Customer Service at 532-3556.**

I hope you enjoy your new NUconnect broadband services.

Sincerely,

Glenn Ray
General Manager
Newport Utilities

- necessary to render, or conduct a legitimate business activity related to, NUconnect services and service features or other services provided to the subscriber;
- required by law or legal process (as described below in this Policy); or
- of the names and addresses of subscribers for "mailing list" or other marketing purposes

Applicable law prohibits us from disclosing personally identifiable information concerning any subscriber for any purposes other than those listed above without the subscriber's prior written or electronic consent. The frequency of any information disclosure varies in accordance with our business activities and needs.

NUconnect may use and disclose personally identifiable information collected on NUconnect services as provided for by applicable law in order to:

- install, configure, operate, provide, support, and maintain NUconnect services;
- confirm that you are receiving NUconnect services requested and are properly billed for it;
- identify you when changes are made to your account;
- make you aware of new products or services that may be of interest to you;
- understand the use of, and identify improvements to, our service;
- detect unauthorized reception, use, or abuse of NUconnect services;
- determine whether there are violations of any applicable policies and terms of service;
- manage NUconnect services network;
- configure network interface devices or set top boxes or other service-related devices; and
- comply with law.

NUconnect may also use and disclose personally identifiable information as provided for by applicable law in order to perform, for example:

- billing and invoicing;
- administration;
- surveys;
- collection of fees and charges;
- marketing;
- service delivery and customization;
- maintenance and operations;
- technical support;
- hardware and software upgrades; and
- fraud prevention.

We sometimes disclose personally identifiable information about you to our affiliates or to others who work for us. We sometimes also disclose personally identifiable information about you to our employees for NUconnect's internal business purposes, as well as to outside auditors, professional advisors and service providers, potential business transition partners, and regulators. Typically, we make these disclosures when the disclosure is necessary to render, or conduct a legitimate business activity related to, NUconnect services or other services we provide to you. We may be required by law or legal process to disclose certain personally identifiable information about you to lawyers and parties in connection with litigation and to law enforcement personnel. We may also disclose certain personally identifiable information about you to third parties such as, for example, charities, marketing organizations, or other businesses, in connection with disclosures made for "mailing list" or other purposes.

2. Legal Disclaimer
We make every reasonable effort to protect subscriber privacy as described in this Policy. Nevertheless, we may be required by law to disclose personally identifiable information about a subscriber without his or her consent and without notice in order to comply with a valid legal process such as a subpoena, court order, or search warrant. We may also use or disclose personally identifiable information about you without your consent to protect our customers, employees, or property, in emergency situations, to enforce our rights in court or elsewhere, or directly with you, and for violations of NUconnect's Terms of Use policy.

3. Transmission of Information
NUconnect transmits personally identifiable and non-personally identifiable information about you over NUconnect services when you send and receive e-mail, video mail, and instant messages, transfer and share files, make files accessible, visit Web sites, or otherwise use NUconnect services and its features. Our transmission of this information is necessary to render NUconnect services. NUconnect uses third parties to deliver some features and functions of NUconnect services, such as support, e-mail, video mail, instant messaging, and web hosting, for example, and those third parties collect or transmit personally identifiable and non-personally identifiable information about you. These third parties are not permitted to use your personally identifiable information except for the purpose of providing their services. We will not read your outgoing or incoming e-mail, video mail, private chat, or instant messages, but we (or our third party providers) do store e-mail messages and video mail messages on computer systems for a period of time. We could be required to disclose these messages and communications along with other personally identifiable information about you to comply with law or to protect our Service as described in the Legal Disclaimer section of this Policy. We also monitor the performance of our service and your service connection in order to manage, maintain, and improve NUconnect services and your connection to it. We (or our third party providers) use tools to help prevent and block "spam" e-mails, viruses, spyware, and other harmful or unwanted communications and programs on NUconnect services. These tools may automatically scan your e-mails, video mails, instant messages, file attachments, and other files and communications in order to help us protect you and NUconnect services against these harmful or unwanted communications and programs. However, these tools do not collect or disclose personally identifiable information about you.

4. Information Provided To Third Parties
NUconnect services will allow you to access third parties, including without limitation, content providers, on-line services and other providers of goods, services and information. Some of these goods, services and information may be accessible directly from NUconnect services, and others may be accessible from the third parties referenced above. In connection with this third party access, you may be requested or required to provide your name, address, telephone number, credit card number and other personally identifiable information to such third parties. NUconnect is not responsible for any such information provided by you to third parties and you assume all privacy and other risks associated with providing personally identifiable information to third parties via NUconnect services.

Service and Billing Procedures

The terms and conditions contained herein outline essential information regarding the terms and conditions of service, billing procedures and the relationship between you, the Customer, and NUconnect regarding the provision of NUC services you have selected. Customer agrees to be bound by all the terms and conditions contained herein and posted on our website, www.NUconnect.com. The website contains important information regarding NUconnect, Terms of Use, and our Privacy Policy.

Equipment. (a) NU owned. The set-top box unit and other NU property and facilities (Equipment) delivered to Customer and/or installed on the premises to receive the Service shall remain the property of NU. Customer assumes the risk of loss, theft, or damage to the Equipment at all times prior to the removal of the unit(s) by NU or return of the unit(s) by Customer. (b) Customer Owned. Customer agrees that NU is not responsible for the operation, maintenance, service or repair of Customer's television, computer, radio, or any other consumer electronics which may, from time to time, be connected to the Service.

Home Wiring. For new and existing single unit installations, the cable wire inside the Demarcation point, as defined by the FCC, shall become a fixture to the realty upon installation. For multiple dwelling unit or commercial installations, the cable wire inside the Demarcation point shall not be deemed a fixture or part of the Customer's realty unless the Customer purchases the cable wire when Service is terminated.

Access. Customer hereby grants NU the right to enter the property at the service address to install Service, and to audit, adjust, repair, replace, maintain, move, or remove Equipment and, from time to time, check for signal issues.

Parental Control. Parental control features are available for use with the Service to block or "lock-out" certain video programming channels. You will find information in your Welcome Kit on how to enable/disable these features.

Deposits. NU will not require a deposit upfront. However, NU reserves the right to require a deposit should the Customer's NUconnect service be frequently disconnected for non-payment. NU does require Customer to be current with their NU utilities account in order to establish new NUconnect service. If a deposit is retained, it will earn interest at NU's passbook savings rate plus 1%. The interest rate is reviewed and/or adjusted annually in July. Interest earned will be accumulated to Customer's deposit account on a monthly basis. Once a deposit is retained, the Customer may be eligible for a deposit refund at the Customer's request after 12 months of current account status (no disconnects for non-payment).

Payment Terms. Customer agrees to pay monthly charges in advance. Failure to pay the total balance when due shall constitute a breach of the Service Agreement and may be grounds for disconnection of Service and/or imposition of additional fees, in accordance with applicable law. NU may charge a reasonable service fee for all returned checks and bankcard charge backs. The returned check amount (plus fee) must be replaced by cash, cashier's check or money order. NU may also charge a deposit for service based on customer's credit rating as determined in accordance with NU's policies and procedures. Any charges associated with Service and Equipment additions required by Customer subsequent to the initial installation shall be reflected on the Customer's billing statement after the additional Service and/or Equipment has been added. Customer must bring any billing errors or requests for credit to NU's attention within thirty (30) days of the time Customer receives the bill for which credit or correction of a billing error is sought.

Changes to Service. NU reserves a time window (typically five to seven business days) to effect any changes in Service. Any refund due will be mailed within 30 days after settlement of account, return of Equipment to NU, and completion of the final billing cycle.

Correspondence. Please submit all correspondence to Newport Utilities at PO Box 519; Newport, TN; 37822; or via email to customerservice@NUconnect.com.

Late Fees. If NU does not receive timely, full payment, Customer may be charged a Late Fee. The Late Fee is intended to be a reasonable advance estimate of costs to manage past due accounts. Some examples of costs incurred to manage past due accounts include the additional expense associated with preparing additional bill statements, processing Customer's service records, mailing additional notices, tracking past due accounts, responding to inquiries regarding past due balances, making collection telephone calls, performing special procedures to process past due payments, generating work orders and performing necessary field work to collect past due accounts. NU will tell Customer the amount of the Late Fee and other separate or additional charges at the time Customer subscribes to and receives NU's services, prior to the time NU implements a new fee, and in NU's mailings to Customer thereafter. NU does not extend credit to our Customers and the Late Fee is not interest, a credit service charge, or a finance charge. NU's late fee practices may be revised to comply with applicable federal, state, or local laws, rules, or regulations.

Prior Accounts. Customer warrants that no monies are owing to NU from previous accounts with NU. If NU finds a prior account with Customer with monies owed to NU, then NU may apply any funds received to that prior account.

Termination by Customer. Customer may request to terminate Service in person at NU's main office or by telephone at (423) 625-2800. All complete Service terminations will require a service technician to retrieve NU's customer premise equipment. Please note that billing will continue on all Services until equipment has been returned. If Customer discontinues partial service, i.e. Video, but maintains other services, a determination shall be made regarding which equipment is to be returned at the time of partial termination.

Termination of Service/Disconnected Account. Upon termination, NU may charge additional fees on any unpaid balance. NU reserves the right to continue billing for Service through the end of the billing cycle or until all Equipment has been returned, whichever occurs first. The replacement costs for any unreturned Equipment will be posted to Customer's account once billing ends. In the event that the Equipment is destroyed, damaged, lost or stolen, or not returned to NU upon termination of Service, Customer shall be liable to NU for the full replacement cost of any unreturned Equipment. Customer understands and agrees that any deposit account may be used to offset any outstanding balance and or the cost of any unreturned Equipment. Further, Customer understands and agrees that NU may charge Customer's credit card on file at termination of Service in the amount of any outstanding balance and/or for the cost of any unreturned Equipment, in accordance with applicable law.

Restrictions. Customer may not order or request PPV, digital music or any other programming for receipt, exhibition or taping in a commercial establishment. Customer may not exhibit or assist in the exhibition of PPV programming in a commercial establishment unless explicitly authorized to do so by agreement with an authorized program provider. If Customer fails to abide by this restriction, Customer accepts liability for any and all claims made against Customer or NU on account of any commercial exhibition.

Residential Customers may not commercially profit from reselling NUconnect content.

Programming. Customer acknowledges that NU has the right at any time to preempt without notice specific advertised programming and to substitute programming which NU deems to be comparable.

Theft of Service. Customer shall not intercept, receive, share or assist in the interception, receipt or sharing of any Service offered by NU. Customer shall not move Equipment to another location or use it at an address other than the Service address without prior authorization from NU.

Disclaimer of Warranties and Limitation of Liability.
(a) No Warranty. NU makes no warranty, express or implied, including any warranty of merchantability, fitness for a particular purpose, or non-infringement of either the Equipment or Service furnished hereunder. (b) Limitation of Liability. NU shall not be liable to Customer for indirect, special, incidental, consequential, punitive or exemplary damages arising out of or in connection with the Service or any acts or omissions associated therewith, including any acts or omissions by subcontractors of NU, or relating to any services furnished, whether such claim is based on breach of warranty, contract, tort or any other legal theory and regardless of the causes of such loss, or damages or whether any other remedy provided herein fails. (c) Customer Exclusive Remedy. NU's entire liability and Customer's exclusive remedy with respect to the use of the Services or any breach by NU of any obligation NU may have under these Terms and Conditions shall be Customer's ability to terminate the Service or to obtain the replacement or repair of any defective Equipment. In no event shall NU's liability to Customer for any claim arising out of this Agreement exceed the amount paid by Customer during the preceding thirty (30) day period.

Miscellaneous. (a) Governing Law. The agreement and all matters arising out of or related to this Agreement shall be governed by the laws of the State of Tennessee without regard to conflicts of law provisions. The Customer agrees that the federal and state courts of Tennessee alone have jurisdiction over all disputes arising under this Agreement and the Customer consents to personal jurisdiction of those courts with respect to any disputes arising under this Agreement. (b) Severability. Of any term, covenant or condition of this Agreement or the application thereof to any person or circumstance shall, to any extent be invalid or unenforceable, the remainder of this agreement, or the application of such term, covenant or condition to persons or circumstances other than those to which it is held invalid or unenforceable, shall not be affected thereby and each term covenant or condition of this Agreement shall be valid and be enforced to the fullest extent permitted by law.

Taxes, Fees, and Surcharges. State and local governments may assess taxes, surcharges, or fees on NU Connect services and equipment billed to you. These charges may be a flat fee or percentage of your charges and may change from time to time without notice. The Customer is responsible for all applicable federal, state, local sales, use, excise, or other taxes or fees that are now in force or are enacted in the future. These charges are in addition to NU Connect services, equipment, or other NU Connect service charges.

Headings. Headings are inserted for convenience and reference only and shall not be considered to the interpretation of this Agreement.

Assignment Change of Occupancy. The Service shall only be provided to Customer at the address where NU's installation is performed. Customer may not transfer Customer's rights or obligations to the Service to any successor tenant or occupant or to any other address without NU's prior written consent.

Damaged Or Failure To Return Equipment. In the event the NU Equipment is lost, stolen, damaged, destroyed, or otherwise not returned promptly, Customer agrees to pay NU the current replacement cost of the Equipment. We suggest the NU Equipment in your possession be covered by your homeowners, renters, or other insurance. Customer understands that failure to pay the replacement charge will result in the matter being turned over to a collection agency and attorneys to pursue legal action.

Unauthorized Use of NU Equipment. Unauthorized use of NU Equipment or Services constitutes a violation of federal and state law and a breach of this Agreement. NU will press charges against all violators. Customer will be liable for all unauthorized use of the Services and for any and all stolen Services. Customer agrees to notify NU immediately in writing or by calling our customer service line during normal business hours if Customer becomes aware at any time that the NU Equipment has been stolen or that Customer Services are being stolen or used without Customer authorization. If Customer fails to notify NU in a timely manner, Customers services may be terminated without notice, with additional charges to Customer.

Service and Maintenance Procedures: In the event of a problem with Customer's service or NU Equipment, Customer should contact NUconnect Technical Support at (423) 532-3555. Depending on the nature of the problem, we may at our option schedule an appointment for our Service Technician to visit Customer's service location, usually by the next business day.

NU does not charge for service calls if NU Equipment caused the problem. Customer agrees to cooperate by all reasonable means to allow an NU representative to inspect its facilities either inside or outside the place of attachment and with its attempts to resolve a service or equipment problem. Customer agrees that NU is not obliged to service any Customer Equipment, including your telephone or fax equipment. In the event that NU determines in its sole judgment that the problem was caused by Customer Equipment, Customer negligence, lack of knowledge, Customer software, Customer-installed wiring or hardware, Purchased Equipment not covered by its limited warranty, or any problem not caused by NU, you agree to pay for the service appointment and our reasonable charges for repair. In some cases, NU may decline to undertake the repair. If a problem is not resolved to your satisfaction, you may write or call us with concerns or complaints. Emergencies such as fallen trees or utility poles, violent storms or very cold weather may interfere with the Services. Our crews are promptly dispatched to correct any emergency when practicable. As these situations may affect a large service area, it may take several days to resume full service to the entire area.

Limitations Of 911/E911. Limitations The Services includes the ability to place calls to emergency dispatch operators by dialing "911" ("911/E911") that may differ from 911/E911 functions furnished by traditional telephone service providers. As such, the 911/E911 Services may have certain limitations. CAREFULLY READ THE INFORMATION BELOW. YOU ACKNOWLEDGE AND ACCEPT ANY LIMITATIONS ON 911/E911. YOU AGREE TO CONVEY THESE LIMITATIONS TO ALL PERSONS WHO MAY HAVE OCCASION TO PLACE CALLS OVER THE SERVICES. If you have any questions about 911/E911, call NUC customer service at 1-423-625-2800.

Correct Address In order for your 911/E911 calls to be properly directed to emergency services, NU must have your correct service address. If you move the Services to a different address without NU's approval, 911/E911 calls may be directed to the wrong emergency authority, may transmit the wrong address, or the Services (including 911/E911) may fail altogether. Therefore, you must call NU customer service at 1 423-625-2800 at least 10 days before you move the Services to a new address. All changes in service address require NU's prior approval. YOU UNDERSTAND AND ACKNOWLEDGE THAT NU WILL NEED SEVERAL BUSINESS DAYS TO UPDATE YOUR SERVICE ADDRESS IN THE E911 SYSTEM SO THAT YOUR 911/E911 CALLS CAN BE PROPERLY DIRECTED.

Network Congestion or Failures Calls, including calls to 911/E911, may not be completed if there is a problem with network facilities, including network congestion, network or network equipment failure, or another technical problem. Similar congestion and failures can occur with traditional phone service.

Service Interruptions Caused by Power Failures. NU uses the electrical power from your service location. YOU UNDERSTAND AND ACKNOWLEDGE THAT YOU MAY LOSE ACCESS TO AND USE OF THE SERVICES, INCLUDING 911/E911, UNDER CERTAIN CIRCUMSTANCES, INCLUDING BUT NOT LIMITED TO THE FOLLOWING: (i) IF OUR NETWORK OR FACILITIES ARE NOT OPERATING; (ii) IF ELECTRICAL POWER TO THE EQUIPMENT IS INTERRUPTED AND SUCH DEVICES ARE NOT SUPPORTED BY A WORKING BATTERY BACKUP. You also understand and acknowledge that the battery backup included in the NU EQUIPMENT may provide power for only a limited time, that the performance of the battery backup is not

guaranteed, and that if the battery is exhausted, the Services will not function until normal power is restored. You understand and acknowledge that your equipment may not have battery backup or another power source of its own. Limitation on Liability: YOU ACKNOWLEDGE AND AGREE THAT NU PARTIES AND THEIR SERVICE PROVIDERS WILL NOT BE LIABLE FOR ANY SERVICE OUTAGE, INABILITY TO DIAL 911 USING THE SERVICES, OR INABILITY TO ACCESS EMERGENCY SERVICE PERSONNEL. YOU AGREE TO DEFEND, INDEMNIFY, AND HOLD HARMLESS THE NU PARTIES AND THEIR SERVICE PROVIDERS, FROM ANY AND ALL CLAIMS, LOSSES, DAMAGES, FINES, PENALTIES, COSTS, AND EXPENSES (INCLUDING BUT NOT LIMITED TO REASONABLE ATTORNEY FEES) BY, OR ON BEHALF OF, YOU OR ANY THIRD PARTY OR USER OF THE SERVICES RELATING TO THE FAILURE OR OUTAGE OF THE SERVICES, INCLUDING THOSE RELATED TO 911/E911 SERVICES PROVIDED TO YOU IN CONNECTION WITH THE SERVICES. **You agree to read and comply with the NU Phone Agreement for Residential & Small Business Service posted on NU's website at www.NUconnect.com.

INTERNET TERMS OF USE POLICY

PRIVACY POLICY

1. Personal Information
Applicable law authorizes NUconnect to use the fiber system to collect personally identifiable information about our subscribers as necessary in order to render NUconnect services and service features and other services and to detect unauthorized reception or use of NUconnect services and service features. Applicable law prohibits us from using the fiber system to collect personally identifiable information concerning any subscriber for any purposes other than those listed above without the subscriber's prior written or electronic consent. When you establish an account for NUconnect services we collect information such as your name, address, telephone number, e-mail address, as well as information used for credit checks, billing, and payment, and other information we may need to establish and service an account. During the initial provisioning of NUconnect services, and any subsequent changes or updates to that provisioning, NUconnect collects technical information about your computer hardware and software, cable modem and/or other cable service-related devices, and customization settings and preferences. If you rent your residence, we may have a record of whether landlord permission was required prior to installing our cable facilities as well as your landlord's name and address. NUconnect also collects personally identifiable information about you when you communicate with us for support, maintenance, and billing, send us e-mails, respond to our surveys or e-mails, engage in chat sessions with us, register for information, or participate in promotions or contests, for example. In addition, NUconnect may combine personally identifiable information, which we collect as part of our regular business records, with personally identifiable information obtained from third parties for the purpose of creating an enhanced personal database to use in marketing and other activities related to NUconnect services and our other services.

NUconnect considers the personally identifiable information contained in our business records to be confidential. Applicable law authorizes NUconnect to disclose personally identifiable information concerning any subscriber for the following purposes if the disclosure is:

HOW TO READ YOUR BILL

PO Box 519
Newport, TN 37822

connect

Your Account Number

| Account Number | **123456** | | |
| Statement Date xx/xx/xxxx | | Due Date | xx/xx/xxxx |

Pay By Date

Billing Summary

Previous Balance	0.00
Payments Received	0.00
Balance Prior to Bill	0.00
Current Charges	0.00

Pay This Amount

| **Total Amount Due** | 0.00 |
| **After Due Date** | 0.00 |

Page 1 of 4

JOHN Q. PUBLIC
12345 MAIN STREET
NEWPORT , TN 37821

Service Details
LOC: XXX-XXXXX
12345 MAIN ST   **BB - Residential**

Service From/To: 00/00/0000 00/00/0000

Broadband Services	$00.00
Dbl or Trple Discount	$00.00 CR
Total Current Charges	$00.00

- If your account shows a **PREVIOUS BALANCE DUE** your service is subject to disconnection. Your **CURRENT bill** is now due, however, if the current bill is not paid within 6 days after due date, your service may be disconnected.

Customer Phone Numbers on File with NU

(XXX) XXX-XXXX

JOHN Q. PUBLIC
12345 MAIN STREET
NEWPORT, TN 37821

Three Convenient Ways to Pay!
Or Visit Us at 170 Cope Blvd. in Newport.
24/7 Drop Box Available!

Pay by Phone 24/7: 877-779-8581
Pay On-Line: newportutilities.smarthub.coop
Pay via Mobile: Download "SmartHub " using Apple Store or Google Play

Report an Outage: Smarthub App or newportutilities.smarthub.coop

RETURN THIS PORTION WITH YOUR PAYMENT

Total Amount Due:	**$00.00**
Due Date:	**XX/XX/XXXX**
After Due Date:	**$00.00**
Account: 123456	

Newport Utilities
PO Box 519   96
Newport TN 37822-0519

170 Cope Boulevard | P.O. Box 519 | Newport, TN 37821 | Phone 423.625.2800 | Fax 423.623.5767
www.nuconnect.com

Internet Troubleshooting Tips

If you are unable to connect to a website through your browser (such as Internet Explorer, Google Chrome, or FireFox), follow these steps:

1. Check to be sure the power is on and connected.

2. Make sure all cables are securely connected.

3. Verify power to your ONT (modem).

4. Turn your computer off. Do not put into sleep mode. Be sure all power to the computer is off.

5. Unplug the power from your ONT for two (2) minutes. (This will cause a loss of all service.)

6. Plug the ONT back in and wait for the lights to come back on. The online light should be solid and the Wi-Fi lights should be on and flickering.

7. Turn your computer back on and test your connection.

Phone Troubleshooting Tips

If you have no dial tone, follow these steps:

1. Make sure all phones are on the hook and plugged in and powered on if cordless.

2. Make sure all cables are securely connected.

3. If cordless phone unplug the power from the main base unit for two (2) minutes.

4. Plug the power back in to the base unit and check for dial tone.

5. If still having a problem unplug the power from your ONT for two (2) minutes. (This will cause a loss of services.)

6. Plug the ONT back in and wait for the lights to come back on.

7. Wait for the Tel 1 light on your ONT to come on and check for a dial tone.

Video Troubleshooting Tips

1. Check to be sure the power is on and connected.

2. Make sure all cables are securely connected.

3. Verify your television is set to the correct input (using original TV remote).

4. Verify power to your ONT.

5. Unplug the power from your TV box for one (1) minute.

6. Plug back in and wait for box to reboot.

7. If still having a problem unplug the power from your ONT for two (2) minutes. (This will cause a loss of services.)

8. Plug the ONT back in and wait for the lights to come back on.

9. Wait for your box to reboot.

If you are still having issues, contact NUconnect Technical Support at **423-532-3555**.

NUconnect
Channel Lineup

October, 2019

connect

TIER 1 (25 CHANNELS)

1000 PPV and VOD (Coming Soon!)
1001 PBS WETP – Knoxville
1002 PBS Create *
1003 PBS World *
1005 WAGV – Harlan, KY *
1006 ABC WATE – Knoxville
1008 CBS WVLT – Knoxville
1009 WVLT2 - My East TN TV
1010 NBC WBIR – Knoxville
1011 FOX WTNZ – Knoxville
1012 CW WBXX – Knoxville
1013 ION WPXK – Knoxville
1014 WKNX - Knoxville
1015 WVLR – Tazwell
1016 MeTV *
1017 INSP
1018 Weather Channel
1020 ReTV
1028 HSN
1029 HSN 2
1030 C-SPAN
1031 C-SPAN 2
1032 C-SPAN 3
1040 QVC
1041 QVC 2

TIER 2 (77 CHANNELS)

2000 ESPN
2001 ESPN 2
2002 SEC Network
2003 SEC Network (Alternate)
2004 ESPN Classic *
2005 FOX Sports Tennessee
2006 FOX Sports Southeast
2007 FOX Sports 1
2008 NBC Sports Network
2009 Golf Channel
2010 MLB Network
2020 FOX News
2021 FOX Business
2022 CNN
2023 HLN (Headline News)
2024 MSNBC
2025 CNBC
2026 BBC America
2027 BBC World News
2040 Disney Channel
2041 Nickelodeon
2042 Cartoon Network
2050 MTV
2051 VH-1
2052 CMT
2053 BET
2060 TNT
2061 A & E
2062 USA
2063 Oxygen
2064 Bravo
2065 SyFy

2066 TBS
2067 FX
2068 FXX
2069 HGTV
2070 Food Network
2071 National Geographic
2072 History Channel
2073 Discovery Channel
2074 TLC
2075 Animal Planet
2076 Investigation Discovery
2077 Travel Channel
2078 E!
2079 Paramount Network
2080 Comedy Central
2081 GSN (Game Show Network)
2082 OWN
2083 TV Land
2084 WGN America
2085 WeTV
2086 truTV
2087 Lifetime
2088 Freeform
2089 Hallmark
2090 Hallmark Movies
2091 AMC
2092 TCM
2093 Sundance TV
2094 IFC
2095 Justice Central
2110 Get TV *
2111 Grit TV *
2112 Bounce *
2113 Justice Network *
2114 Laff TV *
2115 Quest
2116 Cozi
2120 TBN
2121 Cowboy Channel
2122 JUCE *
2123 3ABN
2124 Daystar Television
2125 The Hillsong Channel *
2127 BYU Television
2128 Son Life Broadcasting
2129 EWTN

TIER 3 (104 CHANNELS)

3000 ESPN U
3001 ESPNews
3002 NFL Network
3004 Velocity
3005 FOX Sports 2
3006 Big Ten Network
3007 CBS Sports Network
3020 Disney XD
3021 Disney Jr.
3022 Discovery Family
3023 Universal Kids
3024 Nick Jr.

3025 Teen Nick
3026 NickToons
3027 Boomerang *
3040 Science Channel
3041 Destination America
3042 Nat Geo Wild
3043 diy Network
3044 Smithsonian
3045 RFD TV
3046 FYI
3047 Viceland
3048 The Blaze
3049 Fusion
3050 Crimes & Investigations
3052 Comedy.TV
3053 Recipe.TV
3054 Cars.TV
3055 Pets.TV
3056 My Destination.TV
3057 ES.TV
3058 Military History *
3060 Fido TV
3061 American Heroes Channel
3062 Cooking Channel
3063 Discovery Life
3080 AXS TV
3081 HDNET Movies
3083 Lifetime Movies
3084 Lifetime Real Women *
3085 FXM (FOX Movie Channel)
3086 MGM
3100 MTV Live
3101 GAC
3102 MTV 2
3103 Nick Music *
3104 BET Jams *
3105 Tr3s *
3106 CMT Music *
3107 MTV Classic *
3108 BET Soul *
3109 BET Her
3120 – 3169 Stingray Music *

SPORTS TIER (18 CHANNELS)

4000 FOX College Sports – A *
4001 FOX College Sports – C *
4002 FOX College Sports – P *
4003 Outdoor Channel
4004 Sportsman Channel
4005 MAV TV
4006 World Fishing
4007 Fox Soccer Plus
4007 Fox Soccer Plus
4008 PAC 12 Network
4009 PAC 12 Los Angeles
4010 PAC 12 Washington
4011 PAC 12 Oregon
4012 PAC 12 Bay Area
4013 PAC 12 Arizona
4014 PAC 12 Mountain
4015 ESPN Goal Line
4016 NFL Red Zone
4017 MLB Strike Zone

LATINO TIER (10 CHANNELS)

5000 Sorpresa! *
5001 ESPN Deportes
5002 Cine Mexicano *
5003 CNN En Espanol *
5004 FOX Deportes
5005 Discovery En Espanol
5006 Discovery Familia
5007 Enlace *
5008 Telemundo *
5009 Universo

PREMIUMS

6000 HBO
6001 HBO 2
6002 HBO Signature
6003 HBO Family
6004 HBO Latino
6005 HBO Comedy
6006 HBO Zone
6007 HBO (West)
6008 HBO 2 (West)
6009 HBO Signature (West)
6010 HBO Family (West)
6011 HBO Latino (West)
6030 Showtime
6031 Showtime 2
6032 Showtime Showcase
6033 Showtime Extreme
6034 Showtime Beyond
6035 Showtime Family Zone
6036 Showtime Next
6037 Showtime Women
6038 Showtime (West)
6040 The Movie Channel
6041 The Movie Channel Xtra
6043 Flix
6060 Cinemax
6061 More Max
6062 Action Max
6063 Thriller Max
6064 Outer Max
6065 Cinemax Latino
6066 Movie Max
6067 5 Star Max
6068 Cinemax (West)
6069 More Max (West)
6070 Action Max (West)
6080 STARZ
6081 STARZ Edge
6082 STARZ In Black
6083 STARZ Comedy
6084 STARZ Cinema
6085 STARZ Kids & Family
6086 STARZ (West)
6088 ENCORE
6089 ENCORE Action
6090 ENCORE Black
6091 ENCORE Westerns *
6092 ENCORE Classic
6093 ENCORE Suspense
6094 ENCORE Family

NEWPORT
UTILITIES

WATCH TV EVERYWHERE

WATCH TV EVERYWHERE has a lot of different definitions. For NUconnect, it is TV that is available on something other than a TV set. That means your PC, laptop, iPad, iPhone, or Android device. **And best of all, there is no extra cost for Watch TV Everywhere.** So feel free to explore. There is nothing available on Watch TV Everywhere that will result in an extra cost to you (except overage charges from your cellular carrier). You only need to be a subscriber to the TV network that you are trying to access.

Watch TV Everywhere works anywhere you can receive an Internet signal: inside your house, at the office, shopping mall, hotel, airport, vacation home, etc. Wired connections and in-home WiFi will provide the best quality. The quality of Watch TV Everywhere signals while roaming (airports, stores, etc.) will vary depending on the strength of the signal. Be extra careful when you travel, especially outside of the U.S. Data roaming charges may apply and they can be very expensive.

To access the Watch TV Everywhere website, you can, go to https://www.watchtveverywhere.com.

1. Once on the Watch TV Everywhere website, click "Register." You will need your NUconnect account number. The account number is located in the top right hand corner of your NUconnect statement. You will need to register using the same last name as is on your NUconnect billing statement.
2. Once you are registered, select "Newport Utilities" as the TV provider and "Log In."

See the back of this page for some useful **FAQs**.

How is WatchTVEverywhere different from something like Hulu or Netflix?
There are several differences. WatchTVEverywhere:

1. Is FREE! There is no extra charge to use it. You only need to have a subscription to the network you want to watch.
2. Includes live TV. For example, WatchTVEverywhere includes live game coverage on NFL Network or WatchESPN.

What programs are available?
Different networks make different programs available at different times. Each TV network makes their own decision about what to make available on WatchTV Everywhere. Most networks offer full episodes of their popular programs.

Will other networks become available?
Yes. We are working with many different program providers to expand the number of networks and number of programs available on WatchTVEverywhere. Registered users are presented with a complete list of all the networks available to them.

Which WatchTVEverywhere programs can I watch?
Once you are registered, you can watch any WatchTVEverywhere program as long as you subscribe to that network. For example, you must subscriber to A&E to watch A&E's WatchTVEverywhere programs.

Which devices can I use?
Almost all WatchTVEverywhere programs are available on PC, laptop, iPad, iPhone and Android phone. Several TV networks are also available on Apple TV, Roku, and Xbox.

Does watching WatchTVEverywhere count against my mobile data plan?
It might. Check your data plan before you start watching WatchTVEverywhere on a smartphone or other cellular device. WatchTVEverywhere programs transmit a lot of data. That can become expensive if you have a limited data plan. It's a good practice to always check your data usage and available data from your mobile carrier before accessing WatchTVEverywhere. **Please know that we have no way of knowing when you have exceeded your data plan. You are responsible for all of the charges made by your mobile carrier.**

Directory/Operator Assistance

All calls requesting Directory Assistance or Operator Assistance services will be billed at the following rate:

Directory Assistance $1.25
Directory Assistance–Call Completion/DACC$0.45
Operator Assisted Services Surcharge $2.95

Included in this guide is a comprehensive list of features and services that may be available on your line. If you would like to add any of these features or services, please call our Customer Service Center at 625-2800.

Features

Anonymous Call Rejection
Call Forwarding Busy Line
Call Forwarding No Answer
Caller ID Delivery Block
Call Hold
Call Waiting w/ Caller ID
Call Return
Call Waiting
Remote Access Call Forwarding
Repeat Calling
Caller ID Deluxe
Call Forwarding Variable
Three-Way Calling
Call Transfer
Permanent Call Block

Anonymous Call Rejection

Protect your privacy by preventing calls from callers who block their identity.

To use Anonymous Call Rejection:
1. Press *77.
2. Listen for the confirmation announcement.
3. Hang up.

To cancel Anonymous Call Rejection:
1. Press *87.
2. Listen for the cancellation announcement.
3. Hang up.

Note: Once Anonymous Call Rejection is activated, it remains activated until you cancel it. Incoming calls from calling party numbers marked as public or without calling party number information are not affected by this feature.

Call Forwarding

If you are away from your home, send your calls to where you are. Call Forwarding allows you to receive phone calls at any location.

To use Call Forwarding Variable:
1. Press *72.
2. Listen for a tone followed by a steady dial tone.
3. Enter the telephone number to which all calls will be forwarded.
4. Wait for a ring and answer (see note below).
5. Hang up.

To cancel Call Forwarding Variable:
1. Press *73.
2. Listen for confirmation tone.
3. Hang up.

Note: If the line is not answered or the line is busy, repeat steps 1 and 2. Listen for the confirmation tone and hang up. Call Forwarding Variable is automatically activated on the second attempt if the attempt is made within two minutes. Calls forwarded to long distance telephone numbers will be charged to you. You must program Call Forwarding Variable at the phone number from which calls are to be forwarded.

Call Forwarding Busy Line

Forward your calls to another phone number when your line is busy.

To use Call Forwarding Busy Line:
1. Press *90.
2. After hearing a dial tone, enter the number to which calls are to be forwarded.
3. Wait for ring and answer, and then hang up.

To cancel Call Forwarding Busy Line:
1. Press *91.
2. You will receive a confirmation tone, and then hang up.

Call Forwarding No Answer
This feature allows incoming calls to ring (you decide the number of rings at the time and feature is set up, standard is 4). If the call is not answered, the call will be forwarded to another number.

To use Call Forward No Answer:
1. Press *92.
2. After hearing the dial tone, enter the number to which calls are to be forwarded.
3. Wait for ring and answer, and then hang up.

To cancel Call Forward No Answer:
1. Press *93.
2. You will receive a confirmation tone, and then hang up.

Note: When activating call forwarding you must connect to the forwarded number in order to initiate this feature. If the line is busy or you receive no answer, the number will be stored for two minutes. You will need to go through the activation steps again to save the forwarded number.

Caller ID Delivery Block
Per Call Block for Caller ID is enabled on every line. The feature must be activated before each call you would like to block.

To use Per Call Block for Caller ID:
1. Press *67.
2. Enter the number you want to call.

To permanently disable Per Call Block for Caller ID:
1. Press *82.
2. Hang up.

Note: A permanent Call Block is available for some professionals and government works with proper documentation. To disable Call Block, Press *85. This will allow your name and number to be viewed on a per-call basis.

Caller ID Deluxe
Caller ID Deluxe allows you to view the name and the number of the person or company trying to reach you. (Caller ID requires a special phone or plug-in unit that is sold separately).

Use Caller ID Deluxe to:
- See who is calling you before you answer the phone.
- Enhance security and help eliminate harassing calls.
- Store the numbers and names of people who have called you, even while you were out. Review the information later and return the calls at your convenience.

To use Caller ID:
1. Wait for the start of the second full ring of your telephone.
2. The number and name of the calling party will appear on your display unit.

Note: This service requires a special display device connected to or a part of your phone in order for you to see the calling information (not included). For more information, please refer to the specific instructions for your Caller ID display device.

Call Waiting with Caller ID
Gives you the benefits of the Caller ID services you've selected, plus the added bonus of seeing who's calling you when you're already on the phone.

Use Call Waiting with Caller ID to:
- Determine who is calling while you're on another call so you can decide whether to interrupt your current conversation.
- Save money by avoiding interruption of long distance calls to answer unwanted calls.
- Return calls you may receive while you're on the phone, rather than interrupt calls in progress.
- Enhance security and help eliminate harassing calls.

To use Call Waiting with Caller ID:
1. You will hear two signals. First, you will hear the traditional Call Waiting beep hat alerts you to an incoming call. Following that, you will hear a short tone which lets you know that Call ID data is being downloaded to your display unit. (The person with whom you are speaking will not hear any tone).
2. The calling party's number and name will appear on your display unit.

Note: This service requires a Call Waiting with Caller ID capable display device connected to or a part of your phone in order to see the calling party information (not included). Call Waiting with Caller ID is only active on your line while you are engaged in a telephone conversation. If you already have a call waiting or on hold, the calling party will hear a busy signal and you will not hear any signal. You may override the Call Waiting with Caller ID on a per-call basis by performing the Cancel Call Waiting

Call Return (Automatic Call Back)
Return a call to the last party who called or attempted to call you. Call Return remembers the number and will automatically reenter it for you.

To use Call Return:
1. Press *69.
2. Listen for an announcement that will tell you the phone number of the party who last called you.
3. If you wish to return the call:
   a. Press 1.
   b. Listen for the ringing.
   c. Wait for an answer.
4. If you do not wish to return the call, hang up
5. If the line is busy:
   a. Listen for an announcement telling you the number is busy.
   b. Hang up.
   c. You will hear a short-short-long ring when the line is free.
   d. Your call will automatically be made when you lift the handset.

Note: There is no time limit for returning a missed call. However, you will only be able to return the last incoming call you receive.

Call Waiting
Answer another call while you're on the phone. Call Waiting alerts you with a beep to another incoming call. You can put the original call on hold while you answer the second call.

To end an existing call and answer a waiting call:
1. Hang up, and then allow the telephone to ring and answer it.

To put an existing call on hold and answer a waiting call:
1. Listen for the Call Waiting tone.

2. Press the switchhook or press the Call Waiting / Flash key (if available on your phone set).
3. The original call will be placed on hold and you can speak with the second caller.

To cancel Call Waiting before making a call:
1. Press *70.
2. Listen for three beeps and a steady tone.
3. Enter the desired telephone number.

Remote Access Call Forwarding
Activate or deactivate your call forwarding from any touch-tone phone.

To use Remote Access Call Forwarding:
1. Enter the access number (423-720-9998).
2. After hearing the recording, enter the telephone number you would like calls to be forwarded from and your assigned security PIN number. (Your default pin number is 2468).
3. Listen for the tone, press *72.
4. At the dial tone, enter the number to which calls are to be forwarded to.
5. Wait for a ring and answer, and then hang up.

To cancel Remote Access Call Forwarding:
Enter the access number (423-616-0998).
1. After hearing the recording, enter the telephone number that is being forwarded and your security PIN number. (Your default pin number is 2468)
2. Press and listen for the tone, then hang up.

Note: When activating call forwarding you must connect to the forwarded number in order to initiate this feature. If the line is busy or you receive no answer, the number will be stored for two minutes. You will need to go through the activation steps again to save the forwarded number.

Speed Calling 30
Assign a one or two-digit code for frequently used numbers. Speed Calling 30 is great for emergency numbers and long distance numbers.

To set up (or change) Speed Calling numbers:
1. For 2-Digit Speed Calling (codes 20-49), press *75.
2. Listen for a tone and a steady dial tone.
3. Enter the two-digit Speed Calling Code (20-49).
4. Enter the desired telephone number, press the # key and listen for a tone.
5. Hang up.

To use Speed Calling:
1. Press the desired Speed Calling Code (20-49).
2. Press the # key.

Repeat Calling (Automatic)

Let your phone enter that busy number for you, over and over, until it gets through. When the line is free, you will be alerted with a special ring and the call will be connected.

To use Repeat Calling:
1. Hang up, then lift the receiver and listen for dial tone.
2. Press *66.
3. To call back a busy number:
   a. Listen for the announcement telling you the number is busy then hang up.
   b. You will hear a short-short-long ring when the line is free.
   c. Your call will automatically be made when you lift the handset.
4. To reenter the last call you made:
   a. Listen for the ringing.
   b. Wait for an answer.

To cancel Repeat Calling:
1. Press *86.
2. Listen for the tone or announcement then hang up.

Note: While Repeat Calling is activated, you may still make and receive other calls. Repeat Calling will continuously attempt to call back a busy number for 30 minutes.

Three-Way Calling

Three-Way Calling is great to use for coordinating events. This feature allows you to speak with two people at the same time.

To use Three-Way Calling:
1. Press the switchhook, and then listen for three beeps and a steady tone. (Present call is placed on hold.)
2. Enter the third party's telephone number. If the line is busy or there is no answer, press the switchhook twitch to reconnect the first call.
3. After the third party answers, press the switchhook for a three-way call to be established.

Note: You may privately converse with the third party as long as you wish before using the switchhook to establish a three-way call. After a three-way call is established, you may press the switchhook to drop the third party at any time.

Permanent Call Block

Permanent Call Block allows you to reject telephone calls from up to ten telephone numbers. With Permanent Call Block you can add and delete telephone numbers at any time. A rejected caller will hear the following message "Your call cannot be completed."

To add a number or delete a number, Press *60. When using this feature, please follow the instructions and messages the system provides.

VOICE MAIL ACCESS NUMBER

423-720-9999

———————————————————————

VOICE MAILBOX NUMBER

———————————————————————

PASSWORD

———————————————————————

NOTE: Write down your Voice Mail access number, Voice Mailbox number and Password until you have memorized them.

HOW TO USE YOUR VOICE MAIL

The following sections describe how to
- Find out whether someone has left you a message
- Access your Voice Mailbox
- Navigate through the menus presented in your Voice Mailbox.

How Do I Know if Someone Has Left Me a Message?

NUconnect's Voice Mail system has a number of methods of letting you know that you have a new message.
- Message Notification Rapid Dial Tone to alert you when new messages have been left in your Voice Mailbox.
- Message Notification Lamp (flashing light) to alert you when new messages have been left in your Voice Mailbox.
- Send a notification message to your pager
- Call another phone number to let you know you have a message

NOTE: Where available per switching equipment. Some options may require an additional fee. Contact a NUconnect representative for more information and to find out which options are available to you.

When you access your Mailbox, you will hear how many messages are waiting for you. Depending on the type of account you have, you may also hear if there are messages waiting in other Mailboxes associated with your account – for example, Mailboxes belonging to other members of your family.

How Do I Access My Mailbox or Change My Settings?

When you order NUconnect Voice Mail service, you will be given an access number, which is the number you need to dial in order to access your Mailbox or change your settings.

You will also be given a temporary PIN for your Mailbox account, which you will change the first time you access your NUconnect Voice Mail.

The first time you access your account, you will be asked to take a moment to record some personal settings. Instructions for this first- time setup are noted under the Setting Up Your Account section.

After you have set up your account for the first time you can access your Mailbox from any phone by dialing the access number and entering your Mailbox number and personal PIN. If you share your line with other members of your family or business, you may need to select your own Mailbox before entering your PIN.

QUICK KEY REFERENCE

In addition to the keys you press to navigate through each of the menus, you can use the following keys to help you when using NUconnect Voice Mail. Some of these keys work whenever they are pressed during the call, and some work only during playback of messages. The lists that follow explain the behavior of these keys.

Common Keys

You can press the following common keys at any point. They behave in the same way whichever menu you are listening to.

Key	Function
8	**Wait a while**
	Pauses all activity for 30 seconds, and then returns you to the beginning of the section you are listening to. While the activity is paused, you can also press any key to return to the beginning of the section without having to wait for 30 seconds.
*****	**Back up**
	This key performs one of two functions, depending on what you are doing at the time. When recording a message or entering numbers, it cancels the current input, and you are prompted to enter the input again. Otherwise, it takes you up a level of the menu system. Pressing * repeatedly is one way to cancel operations by working your way back up through the menus until you reach the Main Menu.
#	**Move on**
	This key performs one of two functions, depending on what you are doing at the time. When recording a message or entering numbers, # is used to indicate the end of your input. Otherwise, it is used to move forward in a list of options.
0	**Get Help**
	This key plays helpful hints about the NUconnect system.

Playback Keys

The playback keys, listed below, are only active during the playback of a message. They are designed to help you listen to your messages, for example by skipping back a few seconds to repeat an important detail.

Key	Function
6	Increases the volume of the message. You can press this several times to incrementally increase the volume.
7	Slows the playback of the message. You can press this several times to incrementally reduce the speed of the message.
8	Pauses the playback of the message for up to 20 seconds. A recurring "ping" sound informs you that the message is paused. Pressing 8 again resumes playback.
9	Speeds the playback of the message. You can press this several times to incrementally increase the speed of the message.
77	Skips back five seconds.
99	Skips forwards five seconds.

SETTING UP YOUR ACCOUNT

The first time you access your Voice Mail service, dial the system access number given to you at the time of your order. When prompted, you will also need to enter the PIN provided to you at the time of your order. NOTE: Even before you set up your account, people can still leave messages for you. Before your first sign-in, the NUconnect Voice Mail system uses the system standard greeting, which is described in the Greetings Menu section.

First-Time Sign-in

If your Voice Mailbox number is the same as your phone number:
1. Dial your Voice Mail access number.
   • If the system prompts you to enter your PIN, enter the default PIN followed by the #. The default PIN is 2468.
   • If the system prompts you to enter your NPA and phone number. Enter your 10 digit mailbox number followed by the #.

If your Voice Mailbox number is an assigned number other than your phone number:
1. Dial your Voice Mailbox number directly.
2. When the system prompts you for a PIN, enter the default PIN followed by #. The default PIN is 2468.

First-time sign-in involves three steps:
1. First you must change your PIN.
2. Then you must record your recorded name.
3. Finally you must choose a greeting to play to callers before they leave a message. The greeting and recorded name are played each time a caller accesses your Mailbox to leave a message.

Changing Your PIN

First, to secure your account, you must set up a new PIN. A prompt asks to you enter a new PIN, and explains the length of PIN allowed by the NUconnect Voice Mail system.
1. Enter a new PIN, pressing # when finished.
2. Confirm the new PIN by re-entering it and pressing # when finished.

Recording Your Name

Next, you are prompted to record your name. This is used by NUconnect's Voice Mail system for some system-generated announcements, for example when greeting your callers or when you leave messages for others.
NOTE: Your recording should be less than 10 seconds long. If it is too long, you will be asked to re-record a shorter version.
1. Record your name and press # when finished.
2. An announcement plays your recording back to you.
   • If you want to re-record it, press 1.
   • If you want to keep it, press #.

Choosing a Greeting

Once you have successfully recorded your name, you are prompted to select a greeting.
1. You can use a number of different types of greetings:
   • To record your own personal greeting, press 1. Then record your personal greeting, pressing # when finished.
   • To use a system-generated greeting that announces your recorded name, press 2.
   • To use a system-generated greeting that reads out your phone number, press 3.
   • To use a system-generated greeting that neither announces your name nor reads out your phone number, press 4.
2. An announcement plays back your selected greeting.

   • To record or select a different greeting, press 1.
   • To save it and use it as your greeting, press #.

This is the last step in setting up your Mailbox. Once you have finished, you are transferred to the Main Menu.

COLLECTING YOUR MESSAGES

This section explains how to collect messages from your NUconnect Voice Mailbox, including:
•   How to log in.
•   An introduction to the Main Menu.
•   How to listen to and manage your messages.
•   How to reply to or forward your messages.
•   How to switch between your accounts, if you have more than one.

Logging Into Your Account

When you have successfully established your Voice Mailbox service, you can access your Voice Mailbox, using your Voice Mailbox access number and personal Password, from any touch-tone phone location.

If your Voice Mailbox number is the same as your phone number:
1. Dial your Voice Mail access number.
   • If the system prompts you for your Mailbox number, enter your 10-digit telephone number.
   • If the system prompts you to enter your PIN, enter your personal PIN followed by the #.
   • If the system prompts you to enter the NPA and phone number. Enter your 10 digit mailbox number followed by the #. System will then prompt you to enter your personal PIN followed by the #.
2. The system will alert you of any new messages and then prompt you for your first command.

If your Voice Mailbox number is an assigned number other than your phone number:
1. Dial your Voice Mailbox number directly.
2. If the Greeting plays, interrupt the Greeting by pressing *.
3. Enter your personal PIN when prompted, followed by #.
4. The system will alert you of any new messages and then prompt you for your first command.

To Access Greeting Only and/or Stand-Alone Mailbox service:

1. Dial your Voice Mailbox number directly.
2. If the Greeting plays, interrupt the Greeting by pressing *.
3. Enter your personal PIN when prompted, followed by #.
4. The system will alert you of any new messages and then prompt you for your first command.

When you sign into your Mailbox, you are directed to one of two places.
- If you have activated the Autoplay feature from your Mailbox Settings Menu (as described in the Changing Your Autoplay Settings for Messages section), you go straight to your messages.
- Otherwise you go to the Main Menu.

Problems Logging In
If you enter the wrong PIN, you will have three more attempts, before the NUconnect Voice Mail system will terminate the call. If this happens, you can then redial immediately and try again.

However, if you fail to log on seven times in a row, the NUconnect Voice Mail system will lock you out for an hour. This is to protect the security of your Mailbox account. You will hear a message informing you that you have been locked out and any attempts to sign in during this period will be rejected.

Withholding Caller ID
While you are logged into your Mailbox, you can send messages to other local NUconnect Voice Mail system subscribers. If you do this, the system will normally include your name and telephone number in the message the other subscriber receives.

If you do not want these details to be passed on, withhold your caller ID when calling into the NUconnect Voice Mail system. If you do this, the recipient will instead hear the message, "The sender withheld their identity."

MAIN MENU
The Main Menu is the starting point for using your Mailbox. When you enter the Main Menu, you hear a welcome message, then a summary of the messages in your Mailbox. Depending on the type of account you have, you may hear whether there are any unheard messages in other Mailboxes associated with your account – for example, Mailboxes belonging to other family members.

NOTE: If your Mailbox is full or almost full, the system will warn you by reading out a short message. You should then delete some of your messages or callers may not be able to leave new messages for you.

The following options are available from the Main Menu.
- To listen to your messages, press 1. (The system only reads out this option if you have messages in your Mailbox).
- To record a new message for another NUconnect subscriber, press 2.
- To work with your greetings, press 3.
- To change your Mailbox settings, press 4.
- To log in again as a different subscriber, press 7.
- To listen to helpful hints, press 0.
- To end the call hang up, or press *.

Listening to Your Messages
To begin reviewing your messages, press 1 from the Main Menu.
Messages are played in the following order:
1. Urgent messages.
2. Other new messages.
3. Saved messages (which you have listened to before).

Before each message, you will hear information including the time it was received and the sender's telephone number or name (if not withheld). After the message details are read out, the message itself is played.
NOTE: To hear only brief details about each message, disable the Time and Date Stamp feature as described in the Hands-Free and Timesaver Menu section.

Remember that you can control the playback of your messages – for example, you can rewind and play back an important point, or pause playback if you are interrupted. To do this, use the playback keys as described in the Playback Keys section.

Message Options
After each message has played, the NUconnect Voice

Mail system announces the following options. You can also select these options at any time during the playback of the message; the NUconnect Voice Mail system will carry out the action selected immediately.
- To play the message again from the beginning, press 1.
- To save the message and go to the next message, press 2. This will store the message and mark it as a saved message. NOTE: If you are reviewing a message that you had previously saved, pressing 2 will instead mark the message as a new message.
- To erase the message, press 3. If you change your mind, you can still get the message back until the end of this call.
- To reply to the message, press 4.
- To forward the message to another NUconnect subscriber, press 5.
- To leave the message as new and go to the next message, press #. This will still keep the message in your inbox, and it will be played back with other new messages if you listen to your messages again later. NOTE: If you are reviewing a message that you had previously saved, pressing # will leave the message as saved.
- To hear details of the date and time of the message, and the caller's name or number, press 66.
- To go back to the Main Menu, press *.

After selecting an option, the next message in your inbox is then played (unless you chose to go back to the Main Menu).

REPLYING TO MESSAGES
When another local NUconnect Voice Mail subscriber leaves you a message, you can reply to it by leaving that person a Reply voice mail.
NOTE: If the person leaving the message is not a NUconnect subscriber, you cannot reply by sending a voice mail.

To reply to a message that someone else has left for you, take the following steps.
1. After listening to the message, press 4.
2. Then:
   - To record a voice mail message to send back in reply, press 2.
   - If the voice mail message was originally sent to multiple recipients, to record a voice mail message to send back to the sender and all the original recipients of the message, press 3.
   - To forward the message to someone else, press 4.
   - To send an entirely new voice message – for example, if the original voice mail reminds you to call someone else – press 5.

Forwarding a Message to Someone Else
You can forward a message that someone else has left for you to another local NUconnect Voice Mail subscriber, as long as the person who left the message did not mark the message private.
1. After listening to the message, press 5.
2. Enter the 10-digit telephone number of the local NUconnect Voice Mail subscriber you wish to receive the message, and then press #.
3. You hear the person's number or recorded name if available.
   - If you made a mistake and need to re-enter or erase the number you just entered, press * to cancel and start again.
   - If you want to add additional recipients, enter the additional 10-digit number followed by #. Repeat this for each additional recipient. You can do this as many times as required.
   - If you want to finish entering numbers and move to the next step, just press #.
4. You then have the option to record an introductory message, which will be played to the recipient before the forwarded message.
   - If you want to record an introduction, speak after the tone. When you have finished recording your introduction, press #.
   - If you do not want to record an introduction, press 1.
5. Press # to send the message immediately. Alternatively, for more delivery options, press 1.
   - When you have finished choosing the delivery options, press # to send your message.
   - You can also press # to send your message without changing any options.
6. When your message has been sent, you return to the original message.

LOGGING ON AS A DIFFERENT SUBSCRIBER
You may have a number of NUconnect accounts (for example, separate home and business accounts), or

you may have a group account used by a number of people, but accessed from the same number (for example in a family home). If this applies to you, NUconnect allows you to log into another account without the need to hang up and dial in again.

To do this, take the following steps.
1. Press 7 while you are at the Main Menu.
2. Depending on the type of account you have, you will hear one of the following options.
   OPTION 1: Either you can select another Mailbox in your group account, in which case you have the following options.
   - You can transfer straight to the primary Mailbox by pressing 1. There is no need to enter a PIN in this case.
   - You can select a Mailbox that has unheard messages by pressing the number associated with that Mailbox. (You cannot transfer straight to Mailboxes without any unheard messages.) You will then be asked to enter the PIN for that Mailbox, followed by #.
   - You can select another Mailbox by pressing #. You must then enter the 10-digit number.
   OPTION 2: You cannot select a Mailbox and must enter the telephone number instead.
   - Enter the 10-digit telephone number, followed by #, of the subscriber account you wish to use.
   - Enter the PIN for that account, followed by #. You are then transferred to that account and presented the Main Menu, announcing any new messages as normal.

SENDING MESSAGES

When you are logged into the NUconnect Voice Mail system, you can send messages to other local NUconnect subscribers. Sending messages while logged on gives you access to advanced features, which are not available if you simply call the recipient's line.

- As well as sending a normal voice mail, you can record one message and send it to several subscribers at the same time.
- If you regularly need to send messages to a number of people, you can create a group list to avoid entering the numbers each time.
- You can even schedule the delivery of your message on a future date.

Sending a Message When You are Logged Into Voice Mail

NOTE: Throughout the process of sending a message, until the point when you have finished recording, you may return to the Main Menu by pressing *. You can also press * to cancel a message if you make a mistake.

To send a message to one or more numbers, press 2 from the Main Menu.
1. When prompted, enter a group list number (see section for Creating and Managing Your Group Lists) or the 10-digit telephone number of the NUconnect Voice Mail subscriber you wish to receive the message. Press # when finished. An announcement plays back the number of the recipient, or the recipient's name if it is available.
   - If you made a mistake and need to re-enter the number, press * to cancel and start again.
   - If you want to add a further recipient, enter their 10-digit number followed by #. You are then returned to the start of step 2 above.
   - If you have finished entering numbers and want to continue with sending a message, just press #.
2. After the tone, record your message and press # when finished. An announcement states that the message has been recorded.
   - To hear delivery options, press 1.
   - To send the message without changing delivery options, press #.
3. When your message has been sent, you return to the Main Menu.

Delivery Options for Messages

There are a number of delivery options available to you once you have added recipients and finished recording a message.
- To review the message again, press 1. Your recording is then played back.
   - To re-record the message, press 1.
   - To keep the current recording and add to it with a further recording, press 2. This feature allows you to add more information to your message without having to re-record it entirely.
   - If you are happy with the recording as is, press #.
- To switch whether or not the message is marked

as urgent, press 2. Marking your message urgent ensures the recipient hears that message before any other non-urgent messages – even if your message was sent after those non-urgent messages.
- To switch whether the message is marked as private or not, press 3. Marking your message private will prevent the recipient from forwarding your message to anyone else.
- To re-record the message, press 4. The original message is discarded and you start recording a new message.
- To switch whether or not you request a delivery report, press 5. If you request a delivery report, you will receive a notification in your Mailbox when your message is successfully delivered and available for the recipient to pick up.
- To switch whether or not you request a report when the message has been read, press 6. If you request a read report, you will receive a notification in your Mailbox when the recipient listens to your message.
- To add a further recipient, press 7.
   1. Enter the 10-digit telephone number or group list number, followed by #.
   2. The number or, where available, the recipient's name is then played back.
      - If you made a mistake and need to re-enter the number, press * to cancel and start again.
      - If you want to add additional recipients, enter the additional 10-digit number followed by #.
      - If you want to continue with sending a message, just press #.
- To schedule the message for delivery at a later date, press 9. You are then taken to the Future Delivery Menu. Follow the instructions in the Future Delivery section to set the delivery time for this message.
- To send the message as is, press #.
- To cancel your message after or during recording it, press *. This will return you to the announcement asking you to make a recording. Pressing * again will move you up the menu. You can then hang up to end the call, select another option from the menu, or keep pressing * until you exit the system.

When your message has been sent, you return to the Main Menu.

Future Delivery

You can schedule the delivery of voice mail messages so that they are sent at a future date, rather than immediately as normal. You can schedule your messages to be delivered up to a year in the future (that is, up to yesterday's date, next year).

To schedule a message for Future Delivery, follow the instructions under the section for sending a message when you are logged into Voice Mail, then:
   - Press 1 for delivery options
   - Press 9 to schedule future delivery.

NOTE: There is a limit to the number of messages you are allowed to schedule for future delivery. If you reach this limit, you will hear a message and then be sent back to the Delivery Options Menu.

You are then prompted to schedule the date and time you want the NUconnect Voice Mail system to deliver your message.
1. As a shortcut, to schedule the message for delivery later today, press 0. In this case you will move straight to confirming the date as described at step 4 below.
2. Alternatively, enter the day of the month (from 1-31 as applicable), on which you want to schedule the message for delivery.
   - After entering the day, wait for the next announcement, or press # to proceed immediately.
   - If you make a mistake, press * to cancel and start again.
3. Next enter the number of the month (from 1-12) during which you want the message to be delivered. Again as a shortcut, you can schedule the delivery for later today by pressing 0 and skip to step 4 below.
   - After entering the month, wait for the next announcement, or press # to proceed immediately.
   - If you make a mistake, press * to cancel and start again.
4. You will then hear an announcement stating the date you have selected.
   - If you want to change the delivery date, press 1.
   - If the date of delivery is correct, press #.
   - If you want to cancel the future delivery and return to the Delivery Options Menu, press *.

5. Finally, enter the time of day when you want the message delivered.
   - You must first enter the hour (from 0-24) during which you want the message to be delivered.
   - If you entered a number that is between 1 and 12, you are asked to confirm whether you want a.m. or p.m.
     - To select a.m., press 1.
     - To select p.m., press 2.
   - If you made a mistake, press * to select the hour again.
6. You must then enter the minute of that hour (from 0-59) on which you want the message to be delivered.
   - After entering the minute, wait for the next announcement or press # to proceed immediately.
   - If you made a mistake, press * to select the minute again.
7. Your selected date and time is then read back.
   - To confirm the Future Delivery, press #. You are then returned to the Delivery Options Menu, as described in Delivery Options for Messages section, where you can set other options for this message.
   - If you instead want to send the message immediately, press 1.
   - If you would like to start the Future Delivery process again, press 2.
   - To cancel Future Delivery and return to the Delivery Options Menu, press *.
8. The message is now ready for Future Delivery, and you are returned to the Delivery Options Menu.
   - If there is a problem, you will hear a set of specific instructions that you should follow. You can either select immediate delivery, or delete the message.

Notes on Making Messages for Future Delivery
When scheduling a Future Delivery message, you should note the following details.
- If you are sending the message to a Group List, the message will be sent to the list of subscribers as it stood when message was scheduled. If you subsequently make changes to the members of that group list, the message will still be delivered to the original members of that group, even if you have deleted or added members.

- If you do make changes to a group list for which you have a future delivery message scheduled, you should edit that message by following the instructions in the section for Checking your Future Delivery Messages.
- If the recipient of the message is in a different time zone, note that the message is scheduled according to the local time for your account.
- It is possible to select a time that is omitted because of the start of Daylight Savings time. If this happens, the message will be delivered at the start of the following hour, meaning the message is delayed at most by one hour.

Checking Your Future Delivery Messages
When you sign into your Mailbox, you will hear a message if you have scheduled any messages for Future Delivery still awaiting delivery. If you want to make any changes to the delivery options for these messages, listen to your messages by pressing 1.
1. To review your Future Delivery messages, press 9. You will first hear an announcement stating the number of messages you have pending for Future Delivery.
2. For each message, in order of scheduled times for delivery, you will hear the message header. The message header includes the time and date that the message is scheduled for delivery, the recipients, and settings for any delivery reports and urgency flags.
3. You have the following options when a message header is read out.
   - To select the message for editing, press 1.
   - To delete the message, press 2.
     - The message is deleted and you move on to the next message.
     - If you change your mind, you can get the message back (within the same call) by following the instructions in the section for Managing Erased Messages.
   - To skip to the next message, press 9.
   - To return to the Review Messages Menu without making any
   - changes, press *.

Editing a Message Pending Future Delivery
Once you have selected the message you had scheduled for Future Delivery, you are offered the following options.

- To reschedule the message, press 1. You are then taken to the Future Delivery Menu.
- To re-record the content of the message, press 2.
  - Record your new message and press # when you are finished.
  - When you have finished re-recording the message, you return to the Edit Future Delivery Message Menu.
- To change other delivery options for this message, press 3.
  - To switch whether or not the message is marked as urgent, press 3. Marking your message urgent ensures the recipient hears that message before any other non-urgent messages—even if your message was sent after those non-urgent messages.
  - To switch whether the message is marked as private or not, press 4. Marking your message private will prevent the recipient from forwarding your message to anyone else.
  - To switch whether or not you request a delivery report, press 5.
  - To switch whether or not you request a report when the message has been read, press 6.
- To save current changes, press 4.
- To select a different message, press *.

GREETINGS MENU
Your greeting is the message played to callers when they reach your voice mail. You can choose from a selection of different greetings, as detailed in the following list.
1. Your **personal greeting** is your normal message. You recorded your personal greeting when you set up your account.
2. If you do not want to use a personal greeting, you can choose a **system greeting** instead.
3. A **busy greeting** plays when your phone is already in use when the caller tries to call you.
4. If you have a group or family account (a single account but with Sub-Mailboxes within it), you can set different greetings for each Sub-Mailbox or a single greeting that is played to callers whichever member of the group they call.

To work with your greetings, press 3 from the Main Menu. When you enter this menu you will hear an announcement stating what greeting you are currently using, and whether or not you are accepting messages.

About Recording Greetings
Whichever of your greetings you work with, the way you record and review it is the same.

Recording a Greeting for the First Time
The first time you select any type of greeting, you will be asked to record a message. This automatic recording happens whenever you enter a Greeting Menu and you do not already have a recorded message for that type of greeting.

An announcement will prompt you to record your new greeting message.
1. Record your new greeting, pressing # when finished.
2. An announcement then plays back your recording.
   - To use your new recording, press 1.
   - To re-record it, press 2.
   - To exit without saving any changes, press 3.
3. You are then taken to the normal menu for managing this type of greeting.

Changing a Greeting
Whenever the NUconnect Voice Mail system asks you to re-record a greeting, you will hear the following prompts.
1. An announcement asks you to record the new greeting and to press # when you are finished. You may also hear a warning (either a beep or a system announcement) as you approach the maximum length for a greeting.
2. Your recording is then played back for you to review.
   - To accept the new greeting, press 1.
   - To re-record it, press 2.
   - To exit without saving, press 3. This will leave you using the greeting message that was in place before you attempted to re-record it.

Managing Your Personal Greeting
Your personal greeting is a message that you will have recorded when you set up your Voice Mail account. It is played to callers when they reach your voice mail.
NOTE: If you do not want to use a personal greeting, you can use a system-generated greeting or recorded-name greeting.

To change your personal greeting, press 1 from the Greetings Menu.

1. An announcement plays back your current personal greeting.
   - To re-record your personal greeting, press 1.
   - To exit without making any changes, press *.

Managing Your System-Generated Greetings and Name Recording

Rather than using a personal greeting, you can use one of NUconnect's system-generated greetings. Optionally, to help callers determine that they have reached the right account, the system- generated greetings can include a recording of your name.

To set up your system-generated greetings and name recording, press 3 from the Greetings Menu.

1. An announcement states the type of greeting you are currently using.
   - To select the type of and to activate system-generated greetings, press 1.
   - To review or re-record your recorded name, press 2.

To Use a System-Generated Greeting

An announcement states the current greeting that you are using.

1. If you are currently using a personal greeting and want to use a system-generated greeting, you must first press 1 to confirm that you want to select a system-generated greeting instead. The system initially chooses a system-generated greeting that includes your recorded name.

2. After confirming, or if you are already using a system- generated greeting, you are offered the following options.
   - To use a greeting that includes your recorded name, press 1.
   - To use a greeting that includes your number, press 2.
   - To use a greeting that does not include your name or your number, press 3.
   - To review or re-record your recorded name, press 4.

3. In each case above, an announcement plays the new greeting.
   - To select and use this greeting, press 1.
   - To change your mind and select a different greeting, press 2.

To Review or Re-record Your Spoken Name

An announcement plays your current recorded name.

1. To re-record it, press 1.
   - Record your new name, pressing # when finished.
   - An announcement plays back your recording.
     - To accept it, press 1.
     - To re-record it, press 2.
     - To exit without saving your any changes, press 3.
2. To exit to the previous menu, press *.

CHANGING YOUR MAILBOX SETTINGS

The Mailbox Settings Menu allows you to change your Mailbox settings, such as your PIN, and other options that help you save time while using the NUconnect Voice Mail system.

You can reach the Mailbox Settings Menu by pressing 4 from the Main Menu. From this menu, you can:
- Create and manage your group lists.
- Manage your hands-free and timesaver options.
- Change your security settings.
- Work with your group Mailbox settings.

Each option is described in its own section below.

Creating and Managing Your Group Lists

If you regularly need to send messages to a group of contacts, rather than entering each number in turn every time, NUconnect allows you to set up a group list that contains all these numbers. You can start a list, record a name for the list (for example "sales team", or "group leaders") and then add numbers to it. Then, when you want to send a message, you only need to enter the group list number.

You can even add existing group lists to a new group list – for example to include the sales team, engineering team and maintenance team in a single group list.

To manage your group lists, press 1 from the Mailbox Settings Menu. From the Group Lists Menu, you can:
- Add a new group list.
- Edit an existing group list.
- Review existing group lists.

Adding New Group Lists

If you want to create a new group list, press 1 from the Group List Menu.

1. Enter a number (from 1-99) for the new group list, followed by #.
   - If you have entered an available number, you hear a message
   - stating the number of the group list you have chosen.
     - To accept the number, press 1.
     - To select another number, press 2.
   - If the number is already in use, you hear a message telling you so, and you are prompted to enter a new number.

2. After the tone plays, record a name for the new group list, and then press #. The name you have recorded plays back to you.
   - To save the name, press 1.
   - To record a new name, press 2.
   - To continue without saving, press 3. This will leave the group list without a recorded name and continue to the next step. You can record a name for this group list later.

3. You can now add members to your group list. Enter either a subscriber's 10-digit telephone number, or the number of another group list, and then press #.
   - If you chose a number of a group account (a single account with a number of members), you are asked to select which member of that group you want to add to your group list (the list of contact numbers).
   - The spoken name of the person or group list that you have chosen then plays. To add the person or group list to your new group list, press 1.
   - To cancel adding that person or list, press *.

4. When you have added the group list or subscriber, you are then taken into the Edit Group List Menu at the point where the options available are played.

Editing Existing Group Lists

If you want to edit your existing group lists, press 2 from the Group List Menu.

1. Enter the number of the group list you want to edit, and then press #. If you are not sure of the number of the group list you want to change, you can review your group lists as described in the Reviewing Existing Group Lists section.

2. If you change your mind and you want to keep the group list as it is, press *. Otherwise, you can then select from the following options, each detailed in the following sections.
   - To add members to the group list, press 1.
   - To remove members from the group list, press 2.
   - To delete the group list, press 3.
   - To play the list of members, press 4.
   - To record a new name for the group list, press 5.
   - To exit, press *. This saves any changes you have made and finishes editing this group list.

Adding New Members to the Group List

To add members to the group list, press 1.

1. Enter the number of another group list or the subscriber's 10-digit telephone number that you want to add to your new group list, and then press #.

2. The spoken name of the person or group list that you have chosen plays.
   - To add the person or group list, press 1.
   - To change the number you entered, press *. You are prompted to enter a different number.
   - To cancel adding a new member altogether, press **.

3. When you have finished, you are returned to the Editing Group Lists Menu.

Removing Members from the Group List

To remove members from the group list, press 2. The first member's spoken name plays.
- To remove the member, press 1.
- To keep the member and go on to the next member, press #.
- To finish removing members, press *. You return to the Editing Group Lists Menu.

Deleting the Group List

To delete the group list, press 3. You are asked to confirm that you want to delete the group list.
- To permanently delete the group list, press 1. The group is deleted, and you return to the Group List Menu.
- To cancel this option and keep the group list, press *. You return to the group list's options.

Hearing the Members of the Group List
To hear the members of the group list, press 4. The members' spoken names play in order, and you return to the Editing Group Lists Menu.

Recording a Name for the Group List
To record a new name for the group list, press 5. After the tone plays, record a name for the new group list, then press #. The name you have recorded plays back to you.
- To save the name, press 1.
- To cancel the recording and record a new name, press 2.
- To cancel the recording, keep the old recorded name, and return to the Editing Group Lists Menu, press 3.

Reviewing Existing Group Lists
If you want to review your group lists, press 3 from the Group List Menu. A message tells you how many group lists you currently have set up. Each group list is read out in turn.
- To select this group list, press 1. You are then taken to the Edit Group Lists Menu
- To move on to the next list, press #.
- To return to the Group Lists Menu, press *.

Hands-Free and Timesaver Menu
Using NUconnect's **Hands-Free and Timesaver** options, you can make the most of your time by changing what parts of a message are played back to you, or make using hands-free navigation easier.

To manage your hands-free and timesaver settings, press 2 from the Mailbox Settings Menu. From the Hands-Free and Timesaver Menu, you can:
- Change your Autoplay settings.
- Change how urgent messages are played.
- Change how voice mail messages are played.

Changing Your Autoplay Settings for Messages
By default, your account is set to play the Main Menu after you log on.

Autoplay allows you instead to go directly to your messages as soon as you enter your Mailbox. It is described as a hands-free feature, because you do not have to press any buttons to hear your messages.

From the Hands-Free and Timesaver Menu:
- If you want to change the Autoplay settings of your standard messages, press 1.
- If you want to change the Autoplay setting of your urgent messages, press 2.

In each of the cases above the following options are then played.
1. An announcement states whether or not your voice mail messages are automatically played when you log in.
   - To switch this setting for voice mails, press 1.
   - To exit without making any changes, press *.
2. After you have chosen an option, an announcement states the new Autoplay setting.
   - To confirm the change, press 1.
   - To return to the Autoplay Settings Menu without saving your changes, press *.
3. Once you have made your changes, you are then returned to the Hands-Free Menu.

Changing the Play Back of Message Headers and Bodies
The time and date of each message is always recorded when someone leaves a message for you. This information is called the **message header.** You can choose whether the message header is played before each message. If you wish, you can also prevent the content of your messages from being played automatically. This content is called the **message body**.

From the Hands-Free and Timesaver Menu, to change whether or not the message headers or bodies are played for your voice mails, press 3. An announcement states whether the message header or body is set to play.
1. To switch the playback of the message headers on or off, press 1. An announcement asks you to confirm the change.
   - To confirm, press 1.
   - To change your mind, press *.
2. To switch the playback of the message body on or off, press 2. An announcement asks you to confirm the change.
   - To confirm, press 1.
   - To change your mind, press *.
3. You are then returned to the Hands-Free and Timesaver Settings Menu.

NOTE: You cannot turn off both the playback of message headers and message bodies. If you turn off the playback of one, the NUconnect Voice Mail system will automatically enable the other.

Managing Your Security Options
To change the security features of your account, press 3 from the Mailbox Settings Menu. From the Security Options Menu, you can:
- Change your PIN.
- Activate or deactivate the fast login feature.

Changing Your PIN
If you want to change your PIN, press 1 from the Security Options Menu.
1. At the prompt, using your telephone keypad, enter a new PIN, then press #.
2. At the next prompt, re-enter your new PIN, then press #.
3. You return to the Security Options Menu.

Using the Fast Login Feature
When you log into your account from another phone, such as a hotel phone or public payphone, you are asked to enter your telephone number and PIN. By default, if you are dialing in from the phone with which the account is associated, you do not have to enter the 10-digit telephone number before entering your PIN. This feature is known as **Fast Login**.

If you prefer, you can set your account such that you must always enter the 10-digit telephone number, no matter which phone you are using. To change whether or not you use the Fast Login feature, press 2 from the Security Options Menu. An announcement states whether or not Fast Login is active.
- To switch the setting, press 1.
- To keep the setting as it is, press *.
- Once complete, you return to the Security Options Menu.

Group and Sub-Mailbox Settings
NOTE: Additional charges apply for group or family account Sub-Mailboxes. Contact a NUconnect representative for additional information and pricing.

A **group account** allows you to have a number of Sub-Mailboxes, all part of a single account. In some cases (especially for business users) each member of the group can have their own Mailbox number. Otherwise (especially for family groups), there is only a single access number. When a caller rings that number, they are presented with a menu asking them to select who they would like to leave a message for.

Each secondary Sub-Mailbox has a **Mailbox number.** After dialing your line, a caller must press this number to be connected to the secondary Sub-Mailbox (unless your account is set up to allow separate telephone numbers for each Mailbox).

All group accounts have a **primary subscriber,** and a number of **secondary subscribers**. The primary subscriber can change a number of settings on behalf of the whole group, while secondary subscribers can change settings applicable to their own Mailbox.

If you are the primary subscriber, you can change the **Group Greeting** for your Mailbox. This is the message that plays when a caller reaches your group Mailbox, and explains which button to press on their phone to reach the required group member's Mailbox.
NOTE: You can only change a group greeting if you have fewer than nine members in your group account. If your group account is larger than this, contact a NUconnect representative for additional information and for assistance.

To manage your group greeting, press 4 from the Greetings Menu. An announcement states whether or not your group greeting is active.
1. To change whether or not you use your group greeting, press 1. If you turn your group greeting off, callers cannot access group members' Mailboxes by dialing the primary number. Instead, they are sent directly to the primary subscriber's voice mail.
2. To review or re-record your group greeting, press 2. An announcement plays your current group greeting.
   - To re-record it, press 1. Remember that your new group greeting should name your group members, and explain which buttons to press to reach their Mailboxes.
   - To leave the group greeting as it was played to you, press 2.
3. To return to the previous menu without making any changes, press *.

Setting All Additional Numbers to Use the Primary Greeting

NOTE: This option is only available if at least one additional number is using its own greetings. The default behavior is for them to use the same greeting as the primary line, so this option will not be available at first.

To set all of your additional phones to use the same greeting message as your primary phone, you must first log on to the NUconnect Voice Mail system from your primary phone.

Then:

To alter your shared greeting settings, press 7 from within the Greetings Option Menu. You will hear an announcement asking you whether you want all your additional lines to use the primary phone's greeting.

- To accept, press 7.
- To leave those additional numbers using their own greetings, press * to exit to the previous menu.

Secondary Sub-Mailbox Set-Up

The first time you access your Voice Mail service, you must call into the NUconnect Voice Mail system from your own telephone.

1. Dial your Voice Mail access number.
2. If the system prompts you for your Mailbox number, enter the 10-digit telephone number for the main Mailbox.
3. If the Greeting plays, interrupt the Greeting by pressing 0, followed by *.
4. When asked, "Who do you want to log in as?", press 0.
5. When the system prompts you for a PIN, enter the default PIN followed by #. The default PIN is 2468.
6. The system will alert you of any new messages and then prompt you for your first command.

Changing Your Secondary Sub-Mailbox PIN

The first time you access your Sub-Mailbox, you will be prompted to set up a new PIN. A prompt asks to you enter a new PIN, and explains the length of PIN allowed by the NUconnect Voice Mail system.

1. Enter a new PIN, pressing # when finished.
2. Confirm the new PIN by re-entering it and pressing # when finished.

Logging In to Your Secondary Sub-Mailbox

When you have successfully established your Voice Mailbox service, you can access your Voice Mailbox, using your Voice Mailbox access number and personal Password, from any touch-tone phone location.

1. Dial your Voice Mail access number.
2. If the system prompts you for your Mailbox number, enter the 10-digit telephone number for the main Mailbox.
3. If the Greeting plays, interrupt the Greeting by pressing *.
4. Enter your Sub-Mailbox number (example: Press 1 for the first Sub-Mailbox, press 2 for the second Sub-Mailbox, etc.).
5. Enter your personal PIN when prompted, followed by #.
6. The system will alert you of any new messages and then prompt you for your first command.

Working with Secondary Sub-Mailboxes

To work with your secondary Sub-Mailboxes, press 4 from the Mailbox Settings Menu. From the Group Mailbox Menu you can:

- Enable a secondary Sub-Mailbox.
- Disable a secondary Sub-Mailbox.
- Toggle the summary settings of the secondary Sub-Mailboxes.

Enabling a Secondary Sub-Mailbox

The option described here is for re-enabling a Mailbox you have previously disabled.

1. To enable a secondary Sub-Mailbox, press 1 from the Group Mailbox Settings Menu. An announcement states the total number of Sub-Mailboxes waiting to be enabled, and then reads out each available number in turn.
  - To select a number, press 1.
  - To move to the next number, press #
  - To exit without making any changes, press *.
2. Once you have selected a number, an announcement states the number you have selected.
  - To enable the selected number, press 1.
  - To continue to the next number without making any changes, press 2.
  - To exit the menu without making any changes, press *.

Disabling a Secondary Sub-Mailbox

You can prevent a secondary Sub-Mailbox from receiving voice mails by disabling it. This way you can temporarily pause a Mailbox, for example if a family member is away from home. Existing messages and settings are stored, but new messages are not accepted.

1. To disable a secondary Sub-Mailbox, press 2 from the Group Mailbox Settings Menu. An announcement states the total number of Mailboxes and then reads out each Mailbox number in turn.
  - To select a number, press 1.
  - To move to the next number, press #
  - To exit without making any changes, press *.
2. Once you have selected a number, an announcement states the number you have selected.
  - To disable the selected number, press 1.
  - To continue to the next number without making any changes, press 2.
  - To exit the menu without making any changes, press *.

Toggling the Summary Settings of Secondary Sub-Mailboxes

If you are the primary subscriber and your account allows it, you can hear a list of the number of unread messages in your account's secondary Sub-Mailboxes every time you log in to your account.

To toggle whether or not unread messages in your secondary Sub-Mailboxes are announced, press 5 from the Group Mailbox Settings Menu. An announcement states your new setting, and you are returned to the start of the Group Mailbox Settings Menu.

Managing Group or Family Account Sub-Mailbox Greetings

NOTE: Group or family account Sub-Mailboxes are an advanced Voice Mail service and are available for additional charge. Contact a NUconnect representative for additional information and pricing.

A **group account** allows you to have a number of Mailboxes, all part of a single account.

HELPFUL HINTS

The Helpful Hints Menu tells you about many of the features of the NUconnect Voice Mail system, and the keys you can use to move around within it.

The menu is broken up into a number of sections. You can move around the Helpful Hints Menu in the following way:

- Enter the Helpful Hints Menu by pressing 0 from the Main Menu or while retrieving your messages.
- To step forward one hint, press #.
- To return to the first hint, press 1.
- To return to the Mailbox Settings Menu, press *.

The hints that you can listen to are as follows:

- Using the pound (#) key.
- Using the star (*) key.
- Using the playback cueing option keys and timesaver options.
- Changing the playback volume of voice messages.
- Changing the speed of message playback.
- Replying to, forwarding and sending messages.

CONTACT US

Contact a NUconnect Technical Support representative at 1-423-532-3555 if you have any questions or encounter any difficulties setting up or using Voice Mail. We are happy to provide you with support and assistance for all your Voice Mail needs.

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BATTERY BACK-UP

The Federal Communications Commission (FCC) recently ruled that any business entity providing dial tone to a customer must offer, or provide for the integration of a third party, uninterruptible power supply (UPS) to maintain 911 access for a period of no less than 8 hours to the customer. Newport Utilities (NU) has an optional UPS available at no additional charge for voice customers. At customer's option, customer has the right to purchase from a third party distributor a UPS which will integrate with the NUconnect service and provide 911 access as described by the FCC. The use of a battery backup is optional. However, customer accepts that, during an extended power outage, customer's voice service will not operate without an approved backup battery. For more information, please see the NUconnect Battery Backup Policy found on our website at www.nuconnect.com.
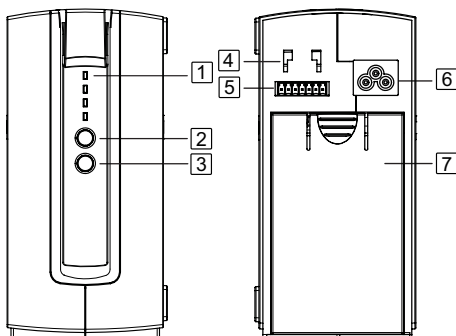
OVERVIEW

1. LED Indicator
2. Alarm Silence Button
3. Cold Start Button
4. Cable Retainer Installation Point
5. Communication Cable Connector
6. AC Power Cable Connector
7. Battery Cover

INSTALLATION
DESKTOP USE:

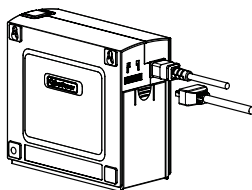1. Open the battery door at the back of the DTC36U12V and connect the battery wires.
2. Plug AC power cable into wall outlet.
3. Connect the communication cable and simply place the DTC36U12V unit on or underneath desk to begin backing up the optical home network.
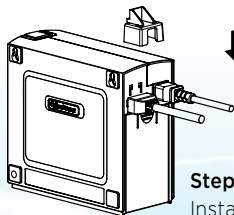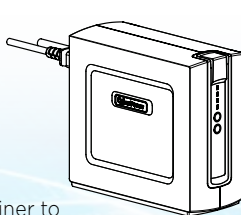
WALL MOUNT USE:

Step 1:
Connect the AC cable to the wall outlet.

Step 2:
Connect the communication cable between the DTC36U12V and the ONT device.

Step 3:
Install the cable retainer to secure the commnicalion cable.

Step 4:
Use the enclosed wall mount template to locate screws on the wall. Hang the DTC36U12Von the screws which are located on the wall.
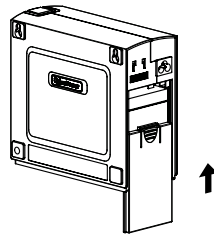

BATTERY REPLACEMENT

This battery is hot-swappable. As long as utility power is on, you may leave the UPS and connected equipment on while replacing a new battery.
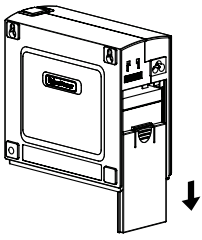
Step 1:
Slide off the battery cover at the back of the DTC36U12V unit
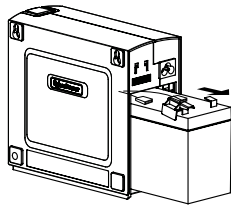
Step 2:
Remove the battery from the enclosure. Disconnect both battery cable connectors.

Step 3:
a. Install the new battery by connecting the red lead to the positive terminal and the black lead to the negative terminal.
b. Slide the battery back into the compartment.
c. battery cover to resume normal Replace operation.

OPERATION

Connect equipment and power:
Step 1. Plug the UPS power cord into the utility power cord inlet.
Step 2. Plug the UPS power cord into the wall outlet.

The UPS battery charges when it is connected to utility power. The battery charges fully during the first 24 hours of normal operation. Do not expect full battery run capability during this initial charge period.

Once the battery is disconnected, the connected equipment is not protected from power outages.

Deliver spent batteries to a recycling facility or ship to the manufacturer in the replacement battery packing material.

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ALARM SILENCE

The audible alarm will be enabled when the unit is operating from battery or battery power is low. Press the Alarm Silence button for 0.5 seconds, the unit will beep once confirming that audible alarms have been temporary disabled for 24 hours. Press this button one more time for 0.5 seconds to enable audible alarms again. The unit will beep twice confirming that audible alarms have been enable. Or press and hold the Alarm Silence button for 15 seconds the units will beep once confirming that audible alarms have been disabled permanently. To restore the audible alarm, press and hold the Alarm Silence button for 15 seconds and the unit will beep twice confirming that audible alarms have been enabled.

COLD START

The cold start feature is to supply power to the UPS and connected equipment when the UPS shuts down and no utility power is available. Before using the cold start feature, please make sure that the battery is properly charged. To turn on the cold start feature, please press and hold the cold start button until 4 LED indicators light up.

LED INDICATOR

Indicator	Signal	Message
SYSTEM STATUS	GREEN	Indicates normal mode of operation.
DC	GREEN	Indicates the battery is supplying the power. At 45% battery capacity, the LED will nash and then alarm will beep 4 times per minute.
MUTE	ORANGE	Press and hold the button "Alarm Silence" for 0.5 second to silence the audible alarm for 24 hours, and the LED will flash.
BATTERY	RED	Battery replacement required Alarm will beep once every 15 minutes. The LED also illuminates when battery is absent.

COMMUNICATION SIGNALS

The communication signals of this unit are isolated from the internal circuitry via open collector opto-coupled transistors. The connection "SIG RTN" (Signal Return) is a common return point for all communication signals. In the typical application, the attached equipment digital ground connects to Signal Return, and pull-up resistors turn the open collector signals into logic levels.

DTC36I12V

Communication Signals

Pin 1   Pin 7   AC Inlet
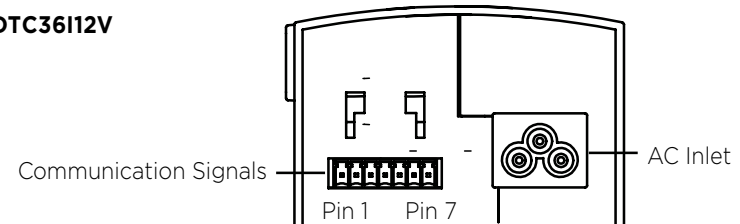
Pin	Signal	Message
1	12V	+ Voltage output
2	12V RTN	- Voltage output
3	SIG RTN	Signal return
4	ON BATTERY	Low when operating from utility line.
5	REPLACE BATTERY	Low when battery is charged. Open when battery fails the self-test.
6	BATTERY MISSING	Low when battery is present. Open when battery is missing.
7	LOW BATTERY	Low when battery is near full charge capacity. Open when operating from a battery with < 45% capacity.

SPECIFICATIONS

MODEL	DTC36U12V
Input	
Voltage Range	100Vac - 240Vac
Frequency Range	50-60Hz
Output	
On Battery Output Voltage	12Vdc
Continuous Power Capability	36W
Efficiency (at 75% Max Load)	≥80%
Battery	
Battery Type	Sealed, Maintenance Free Lead-Acid Battery
Numbers of Battery	12Vdc/7.2AH x 1
Typical Recharge Time	14_Hours (90% charg)
Replaceable	Yes
Surge Protection and Filtering	
Lightning / Surge Protection	Yes
Management	
Battery Auto-Charge	Yes
Physical	
Dimensions (LxWxD)	16.8cm x 8.1cm x 18.5cm
Weight (Net)	3.13kg (with 7.2AH battery)
Environment	
Operating Temperature	0°C - 40° C (32°F -104°F)
Operating Humidity	0 – 95% noncondensing within enclosure
Max Operating Elevation	10,000ft (3,000m)
Max Storage Elevation	50,000ft (15,000m)
Storage Temperature	-20°C - 45°C (-4°F -113°F)