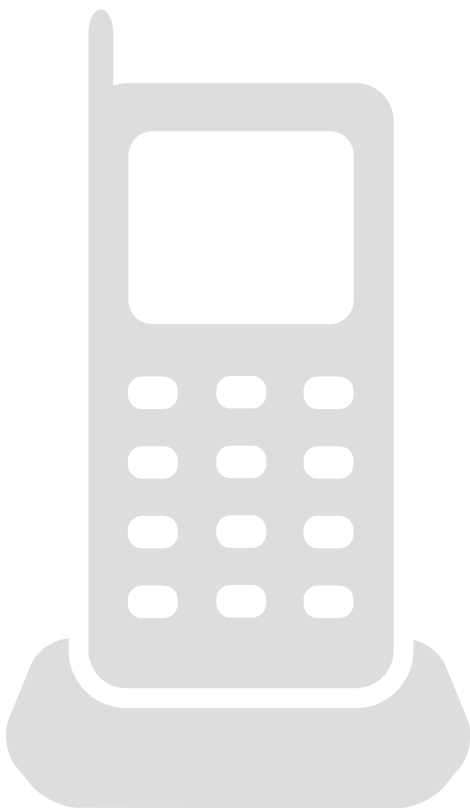


*Cavalier*<sup>®</sup>



**PHONE USER GUIDE**

MDU

# VOICE MAIL

Voice Mail answers your phone calls while you're away. Features 30 minute storage capacity and remote access to messages.

## Set Up Your Voice Mail

- Dial the Voice Mail access number that corresponds with your area.
- Press **#** when the greeting begins. You will then be asked for your mailbox number. The mailbox number is your 10-digit telephone number (area code + phone number).
- Enter your temporary password, which is the last 4 digits of your telephone number, followed by the **#** key.
- Enter a new password (between 4 and 8 digits) followed by the **#** key. The system will read it back to you for confirmation.
- Record a name announcement. This is the identity of the voice mailbox as it will be played to you when you call to retrieve your messages. A person calling your voice mailbox will not hear the name announcement, unless you choose the automated greeting.
- Record a greeting prompting callers to leave a message. This is the recording callers will hear when they reach your voice mailbox.

## To Check Your Messages From Home

- Dial **\*98**.
- Listen to the recorded name.
- You will be prompted to enter the mailbox password.
- You will then hear the main menu.

## To Check Your Messages From A Remote Location

- Dial the Voice Mail access number that corresponds with your area.
- At the greeting, press the **#** key and enter your 10-digit phone number (area code + phone number).
- Follow the voice prompts.

# VOICE MAIL

## Voice Mail Access Numbers

### DELAWARE

New Castle County	302.221.4090
Kent County	302.389.4090
Sussex County	302.330.4090

### MARYLAND

D.C. Area	240.361.4090
Baltimore	443.919.4090
Salisbury	443.664.4090
Elkton	443.374.4090

### PENNSYLVANIA

Exton, Kennet Square, Paoli, West Chester	610.836.4090
City of Philadelphia	267.925.4090
	267.232.4090
	267.803.4090
Suburban Philadelphia	484.438.4090
	484.586.4090
Pittsburgh	412.482.4090

### VIRGINIA

D.C. Area	240.361.4090
Northern Virginia	571.323.4090
Richmond	804.422.4090
Fredericksburg	540.604.4090
Tidewater	757.248.4090
Williamsburg	757.476.4090

## SPEED DIALING

Speed Dialing allows you to create a list of up to 8 frequently called numbers to dial automatically.

### To Record, Add Or Change A Number

- Lift the receiver and listen for dial tone.
- Press **\*74**.
- Wait for the dial tone.
- Dial the one digit speed dial code (between 2 and 9) that you would like to assign to a particular phone number.
- Enter that particular telephone number. Two short tones will confirm your request.

*When entering a phone number outside of your area code, you must enter 1 plus the area code followed by the number.*

### To Speed Dial A Number

- Lift the receiver and listen for dial tone.
- Press the speed dial number (2-9) followed by the **\*** key or **#** key (depending upon your city).
- You will hear the called number ringing.

## ANONYMOUS CALL REJECTION

Anonymous Call Rejection allows you to redirect calls, for which calling name and/or number has been suppressed, to an announcement indicating that you are not accepting such calls.

### Instructions

- Lift the receiver and listen for dial tone.
- Press **\*77** (**\*87** in NJ & DE) and listen for confirmation tone.
- This feature will remain active until cancelled.

### To Cancel This Feature

- Lift the receiver and listen for dial tone.
- Press **\*87** (**\*88** in NJ & DE) and Listen for confirmation tone.

## CALL WAITING

Call Waiting allows you to take a second call without disconnecting from your original caller.

### Instructions

- You will hear a tone indicating a second caller is on your line. Press the switch hook or flash button once. You are now connected to the second caller.
- Upon completion of the second conversation, press the switch hook or flash button. You are now reconnected to caller 1.

*If you hang up the phone instead of pressing the switch hook or flash button, your phone will begin to ring, alerting you to pick up and resume talking to caller 1.*

### To Disable Call Waiting

If you do not wish to be interrupted during an important call, you can temporarily deactivate call waiting.

### Instructions

- Lift the receiver and listen for dial tone.
- Press **\*70**. You will hear confirmation tone followed by dial tone.
- Dial the number you wish to call.

*Call Waiting will be automatically reactivated when you hang up.*

## CALL BLOCKING

Call Blocking allows you to block up to 6 external telephone numbers (within your regional calling area) from calling your telephone number. Calls from blocked numbers will be routed to a recorded message.

### Instructions

- Lift the receiver and listen for dial tone.
- Press **\*60** and follow the prompts.
- To deactivate, press **\*80** and follow prompts.

## THREE WAY CALLING

Three Way Calling allows you to connect three people on one call, local or long distance.

### Instructions

- Dial the first person (or answer an incoming call).
- While on the line with the first caller, press the switch hook or flash button once.
- After three short tones and a dial tone, dial the number of the person you want to add.
- After the third party is on the line, press the switch hook or flash button once. You will be on the line with both callers. If the third party does not answer, or if the line is busy, press the switch hook or flash button twice to reconnect to your first caller.
- To disconnect the third party from the call, press the switch hook or flash button once.
- Either of your callers may hang up at any time. You will remain connected to the other caller. To disconnect from both callers, simply hang up.

*Regional toll or long distance charges may apply.*

## CALLER ID

Caller ID allows you to display the calling party's phone number and/or name while the phone is ringing.

### Instructions

This feature is established at the time of service activation, and works automatically.

### Caller Identity Suppression (\*67)

Allows you to temporarily block delivery of both your telephone number and name to Caller ID equipment. This feature is then active only for the current call.

### Instructions

- Lift the receiver and listen for dial tone.
- Press **\*67** and listen for sequence of tones, followed by a dial tone. This confirms your calling identity has been suppressed.
- Continue to dial the number.

# CALL FORWARDING

Call Forwarding allows you to redirect incoming calls to another phone number. You can change or program your forwarding number only from your home phone.

## Instructions

- Lift the receiver and listen for dial tone.
- Press **\*72**.
- Listen for dial tone.
- Dial the 10-digit number telephone number to which calls are to be forwarded.
- The phone you are forwarding to will ring to confirm your request. To activate this feature, the call needs to be answered. When the person answers, simply tell them you are forwarding your calls to that number and hang up. If the number is busy or the call is not answered, hang up and repeat the steps above.
- Your calls will be forwarded until you deactivate the forwarding arrangement.

*When activated, incoming calls will ring ½ ring to remind you that the line is forwarded.*

## To Deactivate This Feature

- Lift the receiver and listen for dial tone.
- Press **\*73**.
- You will hear confirmation tone.
- Hang up.

*If you forward calls to a telephone number that is long distance, those charges will automatically appear on your monthly statement.*

# REMOTE CALL FORWARDING

Remote Call Forwarding allows you to change your call forwarding from any phone anywhere, anytime.

## Instructions

- Dial the Remote Call Forwarding Access Number that corresponds with your area.
- Follow the prompts. Enter the 10-digit telephone number that you are forwarding and your PIN number. Your PIN number is usually 1234 unless you requested that it be changed.
- You will be prompted for a feature code. Press **\*72**. This activates call-forwarding.
- Dial the number you wish to forward calls to.
- The phone you are forwarding to will start to ring.
- When the receiving number is answered, call forwarding is enabled.
- If the call forwarded number is busy or no one answers, you must repeat these steps.

## To Deactivate This Feature

- To deactivate, follow the preceding instructions but dial **\*73**.

# REMOTE CALL FORWARDING

## Remote Call Forwarding Access Numbers

### DELAWARE

New Castle County	302.221.1234
Kent County	302.389.1234
Sussex County	302.330.1234

### MARYLAND

D.C. Area	240.361.1234
Baltimore	443.919.1234
Salisbury	443.664.1234
Elkton	443.374.1234

### PENNSYLVANIA

Exton, Kennet Square, Paoli, West Chester	610.836.1234
City of Philadelphia	267.925.1234
	267.232.1234
	267.803.1234
Suburban Philadelphia	484.438.1234
	484.586.1234
Pittsburgh	412.482.1234

### VIRGINIA

D.C. Area	240.361.1234
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Richmond	804.422.1234
Fredericksburg	540.604.1234
Tidewater	757.248.1234
Williamsburg	757.476.1234

## LAST CALL CONNECT

Last Call Connect allows you to automatically place a call to the number of your last incoming call.

### Instructions

- Lift the receiver and listen for dial tone.
- Press **\*69**. The system will announce the number, date and time of the call, and prompt you to press **1** if you want to call that number back.

### If The Line Is Busy

- Listen for confirmation tone.
- Hang up.
- The system will attempt to complete your call for up to 30 minutes.
- When the call can be completed, your telephone will ring.

## REPEAT DIALING

Repeat Dialing allows you to automatically redial a busy number for up to 30 minutes.

### Instructions

- After reaching a busy signal, press the switch hook or flash button.
- Listen for dial tone.
- Press **\*66**.
- Listen for confirmation tone.
- You will hear an automated voice telling you Repeat Call will attempt the connection.
- When the number is free, your phone will ring with a special ring.

# PAYMENT OPTIONS

## Pay by Phone

800.609.2799 (follow prompts)

## Pay Online

Conveniently with your Visa, MasterCard, American Express, Discover or Check.

[www.cavtel.com/paymybill](http://www.cavtel.com/paymybill)

## Pay by Mail

P.O. Box 9001111  
Louisville, KY 40290-1111

## Pay by Cash

At any MoneyGram, Western Union, Global Express or CheckFree location.

- For MoneyGram locations call 800.666.3947 or visit [www.moneygram.com](http://www.moneygram.com)
- For Western Union locations call 800.325.6000 or visit [www.westernunion.com](http://www.westernunion.com)
- For Global Express locations call 800.989.6669, option 3
- For CheckFree locations call 800.309.7668 or visit [www.checkfreepay.com](http://www.checkfreepay.com)

## Make Automatic Payments

Go to [www.cavtel.com/paymybill](http://www.cavtel.com/paymybill)

- Please have your account number, phone number, debit or credit card information ready.

## Billing Inquiries

800.291.9699

## CUSTOMER SUPPORT

Cavalier has several ways for you to obtain support or get needed information.

### Web Site

support.cavtel.com    Feature Guides, Repair Chat, High-Speed Internet Installation Instructions and more.

### Support

Hours of Operation:    M-F 8am to 5pm

Phone:                    877.777.6001

*Changes or modifications to existing accounts can only be made by primary account holder or secondary users on the account by calling Customer Support.*

### New Sales

Hours of Operation:    M-F 8am to 5pm

Phone:                    877.777.6001

### Repair

Hours of Operation:    24 hours, 7 days a week

Phone:                    877.298.2777

Online Chat:            www.cavtel.com/chat



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