



Bringing value back to voice.

YOUR GUIDE TO BROADBAND FOR BUSINESS TELEPHONE SERVICE





Business Phone Services from LUS Fiber connect you to affordability and opportunity.

You're about to discover the total phone-service satisfaction of 100% fiber optic technology – with dozens of digital phone capabilities that you can customize for your business. Exclusively from LUS Fiber, the only 100% fiber optic phone, video and Internet services provider in Acadiana.

No changes or surprises. You can keep your same phone number. And your LUS Fiber phone local calling area includes Lafayette, Abbeville, Broussard, Carencro, Duson, New Iberia and Youngsville. You'll also appreciate exceptionally low per-minute long distance rates for the Continental U.S. and 800+ international locations.

Now take a look at how fast and easy it is to put LUS Fiber to work for you. Whether you've selected Basic Line Service, with or without one of our features packages, or perhaps added some of our a la carte features, your LUS Fiber phone system is bringing value back to voice.

Thanks for talking with LUS Fiber.



GETTING STARTED & BASIC FUNCTIONS

LOCAL, NATIONAL AND INTERNATIONAL DIALING

- Long distance in state and within the Continental U.S., dial 1, then the 10-digit number (for example, 1-800-555-0123).
- To access international calling, contact LUS Fiber Customer Service at 99-FIBER (993-4237).
- To use calling features that require entering a phone number, always enter the complete telephone number, including the area code.

RELAY SYSTEMS FOR COMMUNICATION BETWEEN HEARING USERS AND DEAF, POOR HEARING OR HEARING/SPEECH IMPAIRED USERS

1. Activate this relay system by pressing **1** + **7 1 1**.
2. You'll be connected to a relay operator.
3. You'll be asked what number you wish to call.
4. You'll then ring the number.

You can access more information at www.hamiltonrelay.com. This service is available for local calls only.

CALL TRACE

If a severely objectionable call is received, hang up and immediately press *** 5 7**, then report the call to your local law enforcement authority. By pressing *** 5 7**, you authorize LUS Fiber to provide the call's trace information to those authorities, should they need it during an investigation. Please note: *an additional charge applies each time you use this feature.*

SETTING AND CHANGING YOUR PIN

Your phone service Personal Identification Number (PIN) is preset to 0000. This default number must be changed to any four-digit number of your choice the first time you use your PIN. PIN settings are applied per line and are required for Call Forwarding, Remote Access and Toll Control with PIN.

To set your PIN for the first time:

1. Press *** 3 1 9**.
2. Enter 0000.
3. Enter a four-digit PIN.

You may change your PIN at any time. To change your PIN:

1. Press *** 3 1 9**.
2. Enter your current PIN.
3. Enter a new four-digit PIN.

if you forget your PIN, it can be reset by calling Customer Service or Technical Support at 99-FIBER (993-4237). You must be authorized to make changes to a business account.

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Version 25APR12

ACCESS STAR CODES FOR LUS FIBER PHONE FEATURES

Use this list of access star codes to save time and simplify access and management of the features you have selected with your LUS Fiber phone service. Details for each feature can be found in this manual. Contact Customer Service if you have questions.

FEATURE		CODE	NOTE
Call Forwarding	Activate	* 7 2	
	Deactivate	* 7 3	
Selective Call Forwarding	Activate	* 6 3	
Call Forwarding Busy	Activate	* 9 0	
	Deactivate	* 9 1	
Call Forwarding Do Not Answer	Activate	* 9 2	
	Deactivate	* 9 3	
Remote Access Call Forwarding		337-534-0393	PIN number required
Automatic Recall		* 6 9	
Automatic Callback		* 6 6	
Call Trace		* 5 7	
Caller ID Blocking	Activate	* 6 7	
Selective Call Rejection		* 6 0	
Anonymous Call Rejection	Activate	* 7 7	
	Deactivate	* 8 7	
Do Not Disturb	Activate	* 7 8	
	Deactivate	* 7 9	
Selective Call Acceptance		* 6 4	
Voicemail		* 9 8	
Call Hold		* 5 2	
Call Waiting Disable Per Call		* 7 0	
Speed Dialing	One Digit	* 7 4	Codes 2 – 9
	Two Digit	* 7 5	Codes 22 – 49

PIN Change		* 3 1 9	
Call Transfer		* 5 3	
Outgoing Call Blocking	All outgoing calls	* 3 4 1	Activate
		* 3 5 1	Deactivate
Toll Control with PIN	National and Mobile	* 3 4 2	Activate
		* 3 5 2	Deactivate
	International	* 3 4 3	Activate
		* 3 5 3	Deactivate
Operator/Directory Assist	* 3 4 4	Activate	
	* 3 5 4	Deactivate	
Call Services <i>(Blocks use of access codes)</i>	* 3 4 5	Activate	
	* 3 5 5	Deactivate	
Premium Rate Calls	* 3 4 6	Activate	
	* 3 5 6	Deactivate	
Privacy Defender	337-543-0393		PIN number required

3-WAY CALLING

3-Way Calling lets you talk with two people in different locations at the same time. Standard dialing rules apply (1+ area code for long distance numbers only).

1. Dial the number of one of the parties to be included in the call and wait for that party to answer.
2. Add a third party to the active call by pressing flash on your phone.
Then dial the number of the third party.
 - If the third party answers, press flash again to add both of you to the original call, connecting all three parties.
 - If the third party doesn't answer or the line is busy, press flash twice to rejoin the original call.
 - If you hang up, you'll receive a ring-back reminder that the original call is still on hold.
Rejoin the call by picking up.

NOTE: 3-Way Calling will not operate with Line Hunting.

ANONYMOUS CALL REJECTION

Anonymous Call Rejection automatically rejects calls from individuals/parties who choose to withhold their information from Caller ID.

- Activate by pressing *** 7 7**.
- Deactivate by pressing *** 8 7**.
- An incoming call that's rejected will not appear in any of your call lists.
- The caller will hear a message that you are not accepting calls at this time.

AUTOMATIC CALLBACK

This simple time saver lets you automatically redial the last outgoing call.

- Call back the last outgoing number by pressing *** 6 6**. (This feature can be used only if your most recent caller is an LUS Fiber phone subscriber, or a subscriber to certain other phone providers' systems.)
- If the called number's line is busy, callback is performed automatically as soon as the line becomes free. Your phone will ring with a distinctive tone to notify you that your callback attempt is going through to the other party.
- Cancel all outstanding callback attempts by pressing *** 8 6**.
- If the called party's line doesn't become free within 5 minutes, the callback attempt is terminated. It is also terminated if your line becomes busy before the Automatic Callback is completed.

AUTOMATIC RECALL

Use this service to hear a phone line's most recent incoming caller's number and then optionally return the call.

- Hear the most recent caller's number to a phone line by pressing *** 6 9** and then optionally return the call by pressing **1**. (This feature can be used only if your most recent caller is an LUS Fiber phone subscriber, or a subscriber to certain other phone providers' systems.)
- If the line you call is busy, it recalls as soon it's free. You'll hear a distinctive ring from your phone when the recall is answered. You can then pick up and complete the call.
- If the line stays busy for more than 5 minutes, recall terminates.
- Cancel Automatic Recall by pressing *** 8 9**.

CALL FORWARDING

When you're out of the office, you can still answer your calls by activating Call Forwarding and Selective Call Forwarding. Call Forwarding sends all of your calls directly to an alternate number, bypassing your office line.

To activate:

1. Press *** 7 2**.
2. Dial the number to which you want your calls forwarded and wait for the confirmation tone.
3. Hang up. All calls will now be forwarded to the alternate number you entered.
 - Deactivate by pressing *** 7 3**.

CALL FORWARDING BUSY

When your business line is busy, you can forward additional incoming calls to another number.

1. Press *** 9 0**.
2. You'll hear a confirmation tone.
3. Enter the number to which you want your busy-line calls forwarded, then hang up.
 - Deactivate Call Forwarding Busy by pressing *** 9 1**.

CALL FORWARDING DO NOT ANSWER

This feature is helpful when you are unavailable to answer your phone. You can forward incoming calls to another number.

1. Press *** 9 2**.
2. You'll hear a confirmation tone.
3. Enter the number to which you want your unanswered calls forwarded, then hang up.
 - Deactivate Call Forwarding Do Not Answer by pressing *** 9 3**.

CALL WAITING

When you're on the phone, Call Waiting notifies you with a tone that a second call is on the line and allows you to switch between the calls.

- The new caller continues to hear ring-back until you answer the call.
- Press flash to switch between the calls.
- If you don't switch to the new call within approximately 4 rings, it's routed to your Voicemail if you subscribe to that service.
- If you hang up after switching to the new call and your original call is still on hold, you'll receive a ring-back reminder to reconnect the call.

Call Waiting is always activated. It's deactivated only on a per-call basis using Cancel Call Waiting.

NOTE: 3-Way Calling will not operate with Line Hunting.

CANCEL CALL WAITING

This function allows you to deactivate Call Waiting for an individual call, so important calls aren't interrupted. Use Cancel Call Waiting by dialing *** 7 0** before or during the call to cancel Call Waiting.

- Cancel Call Waiting for the next call by pressing *** 7 0** before the call.
- Cancel Call Waiting during an active call by pressing *** 7 0** during the call, whether or not 3-Way Calling is activated.

CALL WAITING CALLER ID

When you're on the phone, Call Waiting with Caller ID notifies you with a tone that a second call is on the line and displays the caller's name and/or phone number. This gives you the information to decide whether to switch between the calls, cancel Call Waiting immediately or take no action, which routes the new call to your Voicemail if you subscribe to LUS Fiber Voicemail service.

- Activate Call Waiting with Caller ID by pressing *** 6 5**.
- Deactivate Call Waiting with Caller ID by pressing *** 8 5**.

CALLER ID

You'll use this popular feature before answering virtually every call you receive. It identifies the incoming caller's name and phone number while the phone is ringing. This provides a log of every phone number trying to reach your business.

Caller ID will not display the calling number for:

- Withheld numbers (Callers wishing to remain anonymous may withhold/block their phone number.)
- Some international calls
- Some calls from older parts of the telephone network

CALLER ID BLOCKING

You can withhold your own number by blocking Caller ID for any outgoing call you make.

1. Press *** 6 7**, then dial the number you want to call.
2. Your Caller ID automatically reactivates after you finish your outgoing call and hang up – so you must repeat step 1 every time you want to block your Caller ID (withhold your number) on other calls.

NOTE: The LUS Fiber system will override blocking on your outgoing Caller ID if an emergency number (such as 911) is called. If the system identifies a number as an emergency call, the calling number is always delivered.

NOTE: If you subscribe to the Caller ID feature, your phone must have a display screen to utilize Caller ID.

DO NOT DISTURB

Temporarily block all incoming calls with the Do Not Disturb feature. You can still make outgoing calls, but an announcement tells callers that you're not currently taking calls.

- Activate by pressing *** 7 8**.
- Deactivate by pressing *** 7 9**.

HOT LINE

This service allows a telephone line to be configured with a number that is dialed automatically when the phone is taken off the hook. Ideal for waiting rooms.

OUTGOING CALL BLOCKING

Outgoing Call Blocking enables you to prevent calls being placed from your line. This applies to all calls, except emergency calls (such as 911). Please note, to deactivate Outgoing Call Blocking, you will need to enter your PIN number. (See Setting and Changing Your Pin, page 5.)

- Activate by pressing *** 3 4 1**.
- Deactivate by pressing *** 3 5 1**.

PRIVACY DEFENDER

This safeguard system provides an extra level of privacy from unwanted calls. Whenever someone calls you from an anonymous number, Privacy Defender does not put the call through to you directly. Instead, the caller hears an announcement explaining that you do not accept unidentified calls, and is asked to say his or her name so that it can be recorded.

- To control Privacy Defender, dial the Privacy Defender access number, 337-534-0073.
- Privacy Defender first checks your telephone number to ensure that you are subscribed to the service. If you hear a message saying you aren't subscribed to Privacy Defender,

call LUS Fiber at 99-FIBER (993-4237) to subscribe to the Privacy Defender service.

- If you are subscribed to Privacy Defender, you'll hear a message telling you whether the service is turned on or off, and how to use the keys on your telephone to control it.

1. Press **1 to turn ON or OFF.**

- You will hear a message indicating status.

2. Press **2 to set or clear bypass code.**

- You will hear a message giving new options.
- Press **1** to change code.
 - Key in new 3-digit code or press **9** to cancel.
- Press **2** to clear code.

3. Press **3 to change language.**

- You will hear a message giving new options.
- Press **1** Select English.
 - Other languages are not available with this service at this time.

4. Press **9 to exit.**

TURN PRIVACY DEFENDER ON OR OFF

- Turn Privacy Defender on or off by pressing **1** from the Main menu.
- You'll then hear a message to confirm your latest update of the system.
- When Privacy Defender is turned off, it transfers all calls to your business, whether or not they are from anonymous numbers.

MANAGE THE BYPASS CODE

The bypass code allows important calls to get through, even when Privacy Defender is active. You can specify a personal bypass code that overrides Privacy Defender, which you can give to people from whom you are happy to accept calls. Instead of recording a name, someone who know this code can simply press the * key followed by this code (a three-digit number) to be put through to your phone.

- To change your bypass or code, or to clear it, press **2** on the Main menu.
- You'll hear a message stating your current code (if you have one) and giving you another menu of options for managing it. After using any of these options, you're returned to the Privacy Defender menu.
- Set a new bypass code by pressing **1**. Then key in the new three-digit bypass code you've chosen.
- To leave the previous bypass code unchanged, press **9**, then wait to hear a confirmation before pressing any other keys. (You can use **9** as the first digit of your new bypass code, but you must key in the other two digits of the code immediately after the **9** without pausing.)
- To clear the bypass code so that callers can't bypass Privacy Defender, press **2**.

- To return to the Privacy Defender menu without changing the bypass code, press **9**. The previous bypass code is left unchanged.

NOTE: If you set a new bypass code, remember to give the new code to any callers who need to bypass Privacy Defender. They will need to press ***+*** followed by the new code when they hear the Privacy Defender prompt. If you clear the bypass code, callers will not be able to bypass Privacy Defender until you set a new code.

If you have any services configured that can reject calls (for example, Do Not Disturb or Selective Call Rejection), Privacy Defender will not attempt to connect any call that would otherwise be rejected by these services. After recording a name or using the bypass code, the caller will be informed in the usual way that you cannot accept the call.

EXIT PRIVACY DEFENDER

Exit Privacy Defender by pressing **9** when you hear the Main menu (before or after using other options) or hanging up.

REMOTE ACCESS CALL FORWARDING

This service allows a Call Forwarding subscriber to access and change their Call Forwarding configuration from any phone. Subscribers are provided with a directory number to call for Remote Access to Call Forwarding (RACF), which can be called from any phone:

- Dial the RACF directory number.
- Enter your own directory number and PIN when prompted.
- Enter the Call Forwarding access code you require (for example, to access Selective Call Forwarding, enter *63).
- Configure the call service as you normally would.

SELECTIVE CALL ACCEPTANCE

Working with your Do Not Disturb feature, Selective Call Acceptance temporarily blocks your line from incoming calls, but allows numbers that you've selected to come through. Outgoing calls can be made as usual. To activate:

- 1. Press *** 6 4**.**
 - You will hear the current status of Selective Call Acceptance.
- 2. Press **3** to turn Selective Call Acceptance off.**
 - Press **0** to hear the main instruction menu.
 - Press **#** to add a number to the list.
 - Press **1** to review the list of numbers.
 - Press ***** to delete a number from the list.

Activating or deactivating Selective Call Acceptance also automatically activates or deactivates your system's Do Not Disturb feature.

SELECTIVE CALL FORWARDING

With this forwarding service, you can forward calls from up to 10 phone numbers to a single phone number. All calls from numbers on this list are forwarded to a single alternative forwarding number.

To activate:

1. Press *** 6 3**.
 - You will hear the current status of Selective Call Forwarding.
2. Press **3** to turn Selective Call Forwarding off.
 - Press **0** to hear the main instruction menu.
 - Press **#** to add a number to the list.
 - Press **1** to review the list of numbers.
 - Press ***** to delete a number from the list.

SELECTIVE CALL REJECTION

You can filter out unimportant or unwanted incoming calls by using Selective Call Rejection. It rejects all calls from your list of callers and/or numbers you select, and announces that you're not currently accepting calls. You can enter up to 10 numbers for call rejection. To activate:

1. Dial the access star code *** 6 0**.
 - You will hear the current status of Selective Call Rejection.
2. Press **3** to turn Selective Call Rejection off.
 - Press **0** to hear the main instruction menu.
 - Press **#** to add a number to the list.
 - Press **1** to review the list of numbers.
 - Press ***** to delete a number from the list.

SPEED DIALING

This convenience feature lets you use one- or two-digit codes as shortcuts for dialing selected phone numbers. One-key codes must use numbers 2-9, and two-key codes must use numbers 20-49.

CONFIGURE SPEED DIALING WITH A ONE-DIGIT CODE

1. Press *** 7 4**.
2. Press the one-digit code you want to assign (keys 2-9).
3. Enter the phone number, including the area code.

CONFIGURE SPEED DIALING WITH A TWO-DIGIT CODE

1. Press *** 7 5**.
2. Press the two-digit code you want to assign (keys 20-49).
3. Enter the phone number, including the area code.

PLACE A CALL USING SPEED DIALING

1. Key in the one-digit or two-digit code you've assigned to the number you wish to call.
2. Wait four seconds or press **#**.

You can use Speed Dialing with other LUS Fiber phone features.

- After accessing Call Forwarding or Selective Call Forwarding, you can forward calls using the Speed Dialing codes you've assigned (either one-digit or two-digit).
- After pressing flash while on 3-Way Calling, you can use your Speed Dialing codes to set up the three-way call

DISTINCTIVE RING

This versatile feature allows your main line to support up to three additional numbers. Calls to the additional numbers are sent to your main line, with a distinctive ring for each additional number. Outgoing calls may be made only from the primary number.

USING DISTINCTIVE RING WITH OTHER LUS FIBER PHONE FEATURES

Distinctive Ring can interact with some additional features, such as Call Forwarding, Caller ID, Incoming Call features and Voicemail. Note the following details on each service.

- Call Forwarding allows Distinctive Ring lines to use all Call Forwarding features.
- Call Forwarding-Busy treats all lines as busy if any line associated with the main line is busy, including any Distinctive Ring lines or the main line itself.
- When a call to a Distinctive Ring line is forwarded, the Distinctive Ring line number appears as the forwarding number in Caller ID.
- Caller Number ID and Caller Name ID are available on Distinctive Ring lines.
- Automatic Recall, Automatic Callback and Call Trace can be set up only on the main line number, but will use the number of the last caller to the main line or any of its Distinctive Ring lines.
- Selective Call Rejection and Anonymous Call Rejection are available for Distinctive Ring lines independently of the main line number. However, Distinctive Ring lines cannot automatically add the last incoming caller to the Call Rejection list. For the main line, the last incoming call to any number on the line, including a Distinctive Ring line, can be added to the Call Rejection list.
- Voicemail mailboxes are available to Distinctive Ring lines as separate mailboxes for each line. If Distinctive Ring lines have their own mailbox, a caller using the Voicemail access code is prompted to select the appropriate mailbox to access.
- Call Waiting cannot be set up for a specific Distinctive Ring lines. However, if it is activated, it will announce Call Waiting calls to the main line and any Distinctive Ring line.

TOTAL CONTROL WITH PIN

Toll Control with PIN enables you to prevent specific types of calls being placed from your line. To activate or deactivate for various call types, use the access star codes in this chart. Please note, you will need to enter your PIN number. (See Setting and Changing Your PIN, page 5.)

CALL TYPE	CODE	NOTE
Long distance U.S. and mobile calls	* 3 4 2	Activate
	* 3 5 2	Deactivate
International calls	* 3 4 3	Activate
	* 3 5 3	Deactivate
Operator/directory assistance calls	* 3 4 4	Activate
	* 3 5 4	Deactivate
Calls using access codes	* 3 4 5	Activate
	* 3 5 5	Deactivate
Premium rate/extra charge calls	* 3 4 6	Activate
	* 3 5 6	Deactivate

VOICEMAIL

LUS Fiber Voicemail connects you to the easiest, fastest, most complete system for receiving and responding to phone calls.

ACTIVATE YOUR VOICEMAIL ACCOUNT

Using your office phone, listen for the dial tone, then enter access star code * 9 8.

During this initial sign-in, you will be prompted to complete three quick steps: create your PIN, record your name and create a greeting for your callers.

NOTE: Even before you set up your LUS Fiber Voicemail, callers can leave messages. Your service announces a standard greeting, and messages are saved for access after you set up and activate your Voicemail box.

NOTE: You can skip first-time sign-in by pressing * twice, but you must complete sign-in the next time you access Voicemail.

Create your PIN

After pressing * 9 8, you're prompted to create your new PIN. It must include four digits.

1. Enter your new PIN, then press #.
2. Confirm your new PIN by re-entering it and pressing #.

Record your name

Your personally recorded name is used by some of the system-generated announcements, such as when callers are greeted or when you leave messages for others. (To manage these greetings without leaving your name, see page 23; *Manage Your Greetings*.)

1. Record your name, then press #.
2. You'll hear a playback of your recorded name.
 - Re-record it by pressing 1.
 - Keep it by pressing #.

Create your new greeting

You can personalize your greeting by recording your own or choosing from several prerecorded options.

1. Record your own greeting by pressing 1.
2. Press # when you are finished.

NOTE: If your greeting is longer than 10 seconds, you're prompted to record a shorter greeting.

You can also:

- Use a prerecorded, system-generated greeting that includes your recorded name and phone number by pressing 2.
 - Use a prerecorded, system-generated greeting that includes only your phone number by pressing 3.
 - Use a prerecorded, system-generated greeting that doesn't announce your name or phone number by pressing 4.
3. You'll hear a playback of the greeting you created.
 - Save and use the greeting by pressing #.
 - Re-record or select a different greeting by pressing 1.

(For advanced Voicemail Greetings settings, see page 23; *Manage Your Greetings*.)

KEYS TO ACCESSING VOICEMAIL FEATURES

This map points out keys for instant access to many of the valuable capabilities your LUS Fiber Voicemail service offers.

After accessing your account, go immediately to any feature you wish by pressing the corresponding keys – even before or during the Main menu announcement.

1 Listen to messages

- 1 Repeat

- 2 Save
- 3 Delete
- 4 Reply
- 5 Send a copy
- # Leave as new

2 Send message

3 Work with greetings menu

- 1 Personal greeting
- 3 System-generated greeting & name recording
- 5 Busy greeting
- * Exit

4 Mailbox settings

- 1 Group lists
- 2 Hands free and Timesaver options
- 3 Security options (PIN, fast login, skip PIN)
- 5 Notification settings (Outdial notifications)
- 6 Additional settings (Broadcast options)
- 9 Live message screening settings
- * Exit

6 Review deleted messages

- 1 Repeat
- 2 Restore
- 3 Delete permanently
- 4 Reply
- 5 Send a copy
- # Next message
- * Exit

7 Exit and log in as different user

0 Help

* Exit

COLLECT YOUR MESSAGES

Your LUS Fiber system makes it easy to access your Voicemail messages no matter what your schedule – keeping you up to date on your calls anytime, anywhere.

Log in and manage your mailbox

1. Log in and access your mailbox from your business phone by pressing *** 9 8**.
2. Enter your PIN when prompted.
 - If not calling from your business phone, key in your phone number.
 - When you hear your Voicemail greeting, press ***** to log in.
 - Enter your PIN when prompted.

After accessing Voicemail, you will go straight to your messages if autoplay is activated. (See page 25 for information on Autoplay.) Otherwise, you will go to the Main menu.

SECURITY NOTE: *If the wrong PIN is entered, you'll have three more attempts before the call is terminated. You can redial immediately and try again. But, three more incorrect PIN entries will lock you out for 60 minutes.*

Navigate the Main menu

The Main menu is your guide to all of your LUS Fiber Voicemail features. When you enter the Main menu, you will hear a welcome message, then a summary of messages in your mailbox.

See the *Keys to Accessing Voicemail Features* on page 19 for a quick-key map.

Check for new Voicemail messages

If your telephone has a message indicator, it will light up when you have one or more new messages.

If your phone doesn't have a message indicator, lift the handset. An interrupted dial tone indicates you have one or more new messages.

NOTE: *If your mailbox is full or almost full, the system will alert you. Once full, new callers may not be able to leave messages until you delete some of your messages.*

Listen to your messages

Review your messages by pressing **1** from the Main menu. New messages are played first, followed by previously saved messages.

Before each message, you will hear related information, including the time it was received and the sender's name or phone number (if available). You will then hear the message.

Control playback of each message with these keys

- 5 Decrease the volume of the message. Repeat for less volume.

- 6** Increase the volume of the message. Repeat for more volume.
- 7** Slow the playback of the message. Repeat for slower playback.
- 8** Pause playback for up to 20 seconds. Press **8** again to resume playback.
- 9** Speed playback of the message. Repeat for faster playback.
- 7 7** Go back 5 seconds.
- 9 9** Go forward 5 seconds.

Easily manage your messages with these quick keys

After playback of each message, the system announces the following options. You can go to any of the options any time with these quick keys.

- 1** Repeat the message.
- 2** Save as a new message.
- 3** Delete the message. If you change your mind, you can still access the message by pressing **6**.
- 4** Reply to the message. (For messages between fellow LUS Fiber phone subscribers.)
- 5** Send a copy of the message to another LUS Fiber phone service subscriber.
- #** Leave messages as saved.

Reply to Voicemail

If a caller is a fellow LUS Fiber phone service subscriber, you can reply directly to his or her message from your Voicemail. You can also send a copy of the message to another phone number or create a new message.

1. After listening to the message, press **4**.
 - Record a reply message by pressing **2**. Follow the system prompts.
 - Send a copy to someone else by pressing **4**. Follow the system prompts.
 - Send a new message by pressing **5**. Follow the system prompts.

NOTE: Remember to always enter a 10-digit number when prompted for a phone number.

2. Exit by pressing ***** twice.

Recover a deleted message

After you delete a message, you can recover and save it before you disconnect from your Voicemail box.

- To save a message deleted during your current connection, press **6** from the Main menu. This plays your current deleted messages. Follow system prompts.
- Return to the Main menu by pressing *****.
- Messages are permanently deleted after you disconnect from your mailbox.

MANAGE YOUR GREETINGS

Your greeting is the message played to callers when they reach your Voicemail. You can choose from a selection of different greetings, as well as create specific greetings to fit your personal preferences and schedule.

- Your personal greeting is your normal message. You recorded your personal greeting when you set up your account. See page 18 for more information.
- Instead of a personal greeting, you can choose a prerecorded, system-generated greeting.

Record a new personal greeting

You can change your personal greeting at any time.

1. From the Main menu, press **3** to go to the Greetings menu.
2. Set up your personal greeting by pressing **1**. Follow the system prompts.
3. Re-record your personal greeting by pressing **1**, then press **#** when finished.
 - Accept the new greeting by pressing **1**.
 - Re-record a new greeting by pressing **2**.
 - Exit without saving or re-recording by pressing **3**. This saves the greeting you recorded previously.

Use an LUS Fiber system greeting

Instead of a personal greeting, you can use an LUS Fiber system-generated greeting that includes your recorded name and phone number, or just your phone number.

1. From the Main menu, press **3** to go to the Greetings menu.
2. Set up your system-generated greetings in the Greetings menu by pressing **3**.
3. Choose the type of system greeting by pressing **1**.
 - Use a greeting that includes your recorded name by pressing **1**. Follow the system prompts.
 - Use a greeting that includes your phone number by pressing **2**. Follow the system prompts.
 - Use a greeting that does not include your name or phone number by pressing **3**. Follow the system prompts.
4. Review or re-record your name by pressing **2**. Follow the system prompts.
5. Exit and return to the Main menu by pressing *****.

MAILBOX SETTINGS

The Mailbox Settings menu allows you to change mailbox settings such as your PIN and other options that help secure your account and save time.

Group Lists

Set up and manage lists of phone numbers of groups of contacts to which you regularly send messages. Once a list is created you can send a message to everyone on the list at the same time.

Add a new group list

1. From the Main menu, press **4** to access Mailbox Settings.
2. Press **1** for Group Lists.
3. Press **1** to create a new group list
4. Enter a number (1-99) for the new group list, then press **#**. Follow the system prompts.

Edit a group list

1. From the Main menu, press **4** to access Mailbox Settings.
2. Press **1** for Group Lists.
3. Edit an existing group list by pressing **2**. Follow the system prompts.

Review a group list

1. From the Main menu, press **4** to access Mailbox Settings.
2. Press **1** for Group Lists.
3. Review a group list by pressing **3**. Follow the system prompts.

Change your autoplay settings for messages

Your account is set to play the Main menu after you log in. Autoplay takes you past the Main menu and directly to your messages when you enter your mailbox. This Hands Free feature means you don't have to press any buttons to hear your messages.

1. From the Main menu, press **4** to access Mailbox Settings menu.
2. Press **2** to go to Hands Free and Timesaver options.
3. Change the autoplay settings of your standard messages by pressing **1**. Follow the system prompts.

Change the playback of message headers and bodies

The time and date of each message is always recorded when a caller leaves a message for you. This information is the message header. The message itself is the message body.

You can choose whether the message header is played before each message.

NOTE: *You can't turn off both the playback of message headers and message bodies. If you turn off the playback of one, the system will automatically activate the other.*

1. From the Main menu, press **4** to access Mailbox Settings menu.
2. Press **2** to go to Hands Free and Timesaver options.
3. Change whether the message headers or bodies play for your Voicemail messages by pressing **3**.
4. You will hear whether the message header or message body is set to play. Follow the system prompts.
 - Switch playback of the message body on or off by pressing **1**.
 - Exit by pressing *****.

MANAGE YOUR SECURITY OPTIONS

You can control important security options on your LUS Fiber phone service like changing your PIN, activating and deactivating PIN skipping, plus fast log-in.

Change your PIN

1. From the Main menu, press **4** to access Mailbox Settings.
2. Press **3** for Security Options.
3. Change your PIN by pressing **1**. Follow the system prompts.

Skip PIN

Skip PIN lets you enter your mailbox without using a PIN when calling from your business line.

NOTE: *Skip PIN significantly reduces the security of your account. Any person with access to your phone will be able to use your Voicemail services.*

1. From the Main menu, press **4** to access Mailbox Settings.
2. Press **3** for Security Options.
3. Press **3** to hear the current setting for PIN requirement. Follow the system prompts.

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