TELEPHONE
USERGUIDE

altibox

ALTIBOX TELEPHONE **1** Changing the telephone

In order for telephony services to work via the fibre optic network, you must change the telephone connection in your home from the existing telephony provider to Altibox. This applies either if you have chosen to keep your existing telephone number or if you are receiving a new one from us.

In this user guide, you will find advice about how to connect the telephone to the home hub, along with some information about the services you can expect to receive from one of the market's most modern home telephone solutions. Please read the information below carefully – we will take care of some of the work – however, some of the work will have to be done by you or an installer.

Before you start changing the telephone connection:

- Carry out the changes within our Altibox provider's opening hours. Then you will be able to receive help if any problems should occur.

- Make sure that you are able to temporarily call us from another telephone (i.e. from a mobile telephone or a neighbour's telephone) in case you need guidance during the process.

When do the changes have to be made?

The exact time for the changes will depend on whether you have chosen to keep your existing telephone number or to receive a new telephone number from us. You will receive a letter approximately 2 weeks after the home hub has been installed, specifying the exact time.

If you are keeping your existing telephone number:

The changes can be carried out after the date of number transfer, which will be stated in a letter from us.

If you are receiving a new telephone number

The changes can be carried out as soon as you have received the letter from us with your new telephone number.

Who will carry out the changes?

You can do it yourself by following the instructions on the following page, or you can contact one of our cooperating partners. If you are unsure about what to do, we recommend you contact one of our partners.

**Check that the home hub is activated.**

To check that the home hub is activated, the telephone should be tested when it is connected directly to the home hub.

(!) NOTE: You can only use an analogue telephone. If you have ISDN from a previous installation, you must remove the terminator resistor in the end contact box in the distribution network. Thereafter, follow the instructions on the following page

ALTIBOX TELEPHONE ② Connecting analogue telephones to the home hub

- Check where the line is connected to your old telephony provider. Disconnect one cable at a time.

- If you have several telephones connected together, connect a cable from the home hub to the closest telephone socket.

- Disconnect the telephone cable from the socket, connect the plug and insert it into the home hub, in the socket marked Phone 1. Socket Phone 2 is only used if you require two separate telephone lines. Contact our customer advice centre to upgrade your telephony service.

- Restart the home hub by disconnecting the power cable, wait 30 seconds, then reconnect the power cable. Wait 1 minute, then make a call (preferably your own mobile phone) to check that the telephone is working.

- Check that incoming calls are working, and that the green phone lights on the home hub light up correctly. ZyXEL home hubs indicate phoneline is not in use with a solid light and blinks during use. Telsey home hubs indicate phoneline is not in use with a constant blink. Rate of blinking increases during incomming calls and is a solid light during the call.
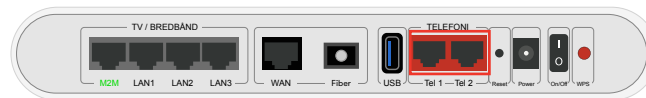
! TIPS: Is your telephone more than 15 years old? In such case you should replace it with a new one. Older, analogue telephones demand much more electricity and this can lead to problems with your home hub.

Additional services

Home telephone from Altibox means that you have access to a number of useful call forwarding services, as well as voicemail services. The information below describes how to use the voicemail services and gives an overview of the most common call forwarding services.

Voicemail

A standard welcome message is already included in the service. Voicemail answers the call automatically when you are not able, or do not wish to take the call. Voicemail can record a message from the person calling, and can replay this message to the owner of the telephone. If if you cannot replay the message on the voicemail, the message will also be sent to you as an audio file by e-mail immediately after the message has been recorded on voicemail.

This means you will not miss any important messages. The service provides many different functions. Log on to your Altibox provider's website for more information and to change your settings. If you wish to have a personal welcome message, please call 52 98 50 00 and follow the instructions.

Altibox loop

Altibox Loop is an app that allows you to call your mobile device for the same price as if you used your home telephone. With Altibox Loop, you always have your home telephone with you. The app can be installed on iPhone, iPod Touch, iPad or Android mobile devices.
You must be connected to a wireless network (Wi-Fi) to make calls. When others call you, your home telephone and Altibox Loop will ring. You can choose where to answer your call. Whether you are at home or travelling, you will be able to use the following functions:

- Telephone calls
- Support for video calls
- Voicemail box
- Support for HD-audio
- Contacts
- Call log
- Support for multiple numbers

Log onto your local Altibox provider's website for more information and to activate the Altibox Loop service.

Alarm and emergency power battery

If you have an alarm, you must check that the alarm system functions correctly after activation. Contact your alarm company if you are uncertain about how to test your alarm system. To ensure that the alarm system functions during a power failure, the home hub has its own emergency power supply. You can find more information about this on our web pages. We recommend that an alarm or personal security alarm is connected to telephone port number 2.

Call forwarding services

Listed below are the most common call forwarding services. You can activate these using the */# keys on your telephone, or you can use our website altibox.no.

Forwarding calls to another number

Direct call forwarding

To number:	* 2 1 *
Deactivate:	# 2 1 #
Check status:	* 2 1 #

Call forwarding if busy

To number:	* 6 7 *
Deactivate:	# 6 7 #
Check status:	* 6 7 #

Call forwarding if no answer

To number:	* 6 1 *
Deactivate:	# 6 1 #
Check status:	* 6 1 #

Call forwarding to voicemail

Direct call forwarding

| To voicemail: | * 2 0 * |
| Deactivate: | # 2 0 # |

Call forwarding if busy

| To voicemail: | * 6 6 * |
| Deactivate: | # 6 6 # |

Call forwarding if no answer

| To voicemail: | * 6 0 * |
| Deactivate: | # 6 0 # |

Activate hidden number

Activate hidden number

| Activate: | * 2 4 * |
| Deactivate: | # 2 4 # |

If you normally use a visible number for outgoing calls:
Hide number for next call:

* 3 1 * and telephone no.

If you normally use a hidden number for outgoing calls:
Show number on next outgoing call:

* 3 2 * and telephone no.

Notes:

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PARTNER-LOGO

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Tlf. xxxxxx
www.partner.no