

INTERNET & PHONE SERVICE GUIDE



Contact Information

Technical Support
(541) 504-6602

**Community Broadband
Customer Care**
(541) 504-6600

**OutlawNet
Customer Care**
(541) 549-1054

Billing Support
(541) 504-6607

Sales & New Service
(541) 504-6601

Support and resources online at
www.communitybroadband.com

Internet Service Troubleshooting & Support

If you are unable to connect to the Internet, follow these steps to *hard reboot* your system. This simple procedure solves many common connectivity problems and should be tried prior to contacting Technical Support.

1. Shutdown your computer. Power off applicable IP connection device (modem, etc.), router, and all other connected devices (unplug power chords if necessary).
2. Check and secure all cables and ethernet connectors. Confirm that everything is plugged into its proper port.
3. Turn on applicable IP connection device. Wait 1 minute. Turn on applicable router. Wait 1 minute. Turn on computer. After startup, check for Internet connectivity.
4. If you continue to encounter difficulties, check the system status lights on your IP connection device and router (refer to your product documentation for help interpreting the status lights). Contact Technical Support for additional assistance.

Computer Viruses & Prevention: Due to the increasing risk of virus exposure, Community Broadband requires all subscribers to take ongoing preventative action by installing and regularly updating antivirus software on their computer. Inexpensive or free antivirus software is available from several software providers, including symantec.com, mcafee.com and grisoft.com. If your computer becomes infected and impacts network performance, your service will be immediately suspended. *Community Broadband does not accept liability for the software suggested above, viruses, end-user security, or results of any software or security breaches in any way.*

Email Accounts: Internet subscriptions include communitybroadband.com email accounts. Visit www.communitybroadband.com to request an email account, to access your account online via webmail, and for email setup and support information.

To send and receive email messages from your communitybroadband.com account via an email client program (Outlook, etc.) you will need these mail protocol settings:

- **Incoming SMTP mail server:** pop.communitybroadband.com
- **Outgoing SMTP mail server:** smtp.communitybroadband.com
- **Account name:** username@communitybroadband.com (*your full email address*)
- **Password:** your password
- **Secure password authentication (SPA):** Unchecked

Telephone Service Troubleshooting & Support

If you subscribe to Community Broadband telephone service and you do not hear a dial tone when you pick up your phone, follow these steps to *hard reboot* your system. This simple procedure resolves many telephone and Internet connectivity problems.

1. If you are using a cordless or battery-powered phone, charge the phone or replace the batteries as necessary to make sure the phone is receiving adequate power.
2. Shutdown you computer. Power off applicable IP connection device, router, phone adapter, phone, and all connected devices (unplug power chords if necessary).
3. Check and secure all cables, ethernet connectors and telephone wires. Confirm that everything is plugged into its proper port.
4. Turn on applicable IP connection device. Wait 1 minute. Turn on applicable router. Wait 1 minute. Turn on phone adapter. Wait 1 minute. Turn on phone. Wait 1 minute. Check for dial tone. Turn on computer and check for Internet connectivity.
5. If you are still experiencing difficulties, check the system status lights on your IP connection device, router, and phone adapter (refer to product documentation for help interpreting the lights). Contact Technical Support for additional assistance.

Telephone Call Quality: If you experience poor audio quality during telephone calls (dropouts, one way audio, echo, etc.) complete a hard reboot as described above. If call quality does not improve sufficiently, stop any internet music sharing programs, video streaming programs or file transfers that run on your computer during phone calls. These activities require a significant amount of bandwidth and can degrade call quality. An easy way to check if a computer program is interfering with call quality is to shutdown only your computer and then place test calls to see if the quality improves while your computer is off and no applications are running.

Policies & Support: When calling Technical Support, our technicians may ask you to disconnect third-party devices. Community Broadband can provide support only for our own products and services. We cannot diagnose, support or repair third-party software or hardware. For third-party product support, contact the product manufacturer.

By subscribing to and/or using Community Broadband services, you agree to abide by the Community Broadband Acceptable Use Policy, Terms of Service, and all policies posted at www.communitybroadband.com/policy.htm. Any violation of these conditions or illegal activity is subject to immediate termination of service! Community Broadband reserves the right to modify these conditions without notice. Services and prices are subject to change.

PHONE SERVICE FEATURES

More support and resources online at www.communitybroadband.com

Dialing Instructions

Dialing from a Community Broadband phone is the same as a traditional phone. For example:

USA local calls

Dial the 7 digit phone number (area code also required in some locations):

100 - 1000

USA/Canada long distance calls

Dial 1 + area code + phone number:

1 - 541 - 100 - 1000

International calls

Dial international outgoing prefix (011 from U.S.) + country code + area code + phone number + #:

011 - 44 - 207 - 6686000 - #

Dialing the pound key '#' after an international number will complete the call faster. International long distance charges apply. For details visit www.communitybroadband.com.

911 Emergency Dialing Services:

Community Broadband provides 911 Emergency Dialing Services because your safety is important! In the case of an emergency, dial 911 and your call will be connected to an emergency response center. Please note that there are important differences between our 911 Emergency Dialing Services and "traditional" landline 911 service. We urge you to learn more by visiting www.communitybroadband.com/911.htm.

Your current and correct physical service address is required for 911 Emergency Dialing Services to work properly! It is your responsibility to promptly notify Community Broadband if you relocate your phone service to a new location. To provide notification call Technical Support at (541) 526-3500.

Voicemail

Accessing Voicemail: A new voice message is indicated by a stuttered dial tone when you pick up the handset. Follow these instructions to access Community Broadband voicemail and retrieve messages or customize voicemail settings.

- **From your Community Broadband phone: Dial *98.**
- **From any remote phone: Dial your Community Broadband phone number.** When the voicemail system answers, press #. When asked for your account number, enter your full ELEVEN-DIGIT phone number (1 + area code + number) followed by #. You will be asked to enter your remote access password.

YOUR DEFAULT REMOTE ACCESS PASSWORD IS THE LAST FOUR DIGITS OF YOUR PHONE NUMBER. PLEASE UPDATE YOUR PASSWORD IMMEDIATELY BY FOLLOWING THE VOICEMAIL MENU PROMPTS.

Voicemail-to-Email: Call Technical Support at (541) 526-3500 to activate service. You will need to select one of the following options:

- **Notify:** Receive a new voicemail message notification delivered to your email account. Listen to message on your phone only.
- **Copy:** Receive an audio file of the voicemail message delivered to your email account. Listen to message on your computer or phone.
- **Forward:** Receive an audio file of the voicemail message delivered to your email account. Listen to message on your computer only.

Additional Telephone Features

Caller ID: Automatically enabled. Please note that your telephone must support Caller ID to display caller information.

Call Waiting: While on a call, a beep is heard to indicate a new incoming call. To answer the new call, press the phone's flash button or switch hook (the button you release when you take your phone off the hook). To return to the original call, press the flash button or switch hook again. If you want to disable Call Waiting during future calls, dial *57. Dial *56 to enable Call Waiting again.

3-Way Calling: Call the first party. Press the flash button or switch hook to place the first party on hold. When you hear a dial tone, dial the second party. Once the second party answers, press the flash button or switch hook again to create a 3-way call.

Call Forwarding: You can forward incoming calls to an alternate number. Call Technical Support at (541) 526-3500 and ask for Call Forwarding setup.

Notes

TECH NOTES

Router password:

WiFi security

Surge protector/power supply

5.8 GHz wireless phone