



Welcome to LightTUBE Digital Voice Services

We take pride in providing superior and reliable digital voice services to our valued customers

For information on additional features and options available, please go to your online Account Portal at <https://phone.lighttube.net>, or call (931) 455-4515.

My Digital Voice telephone number is:

My Account Portal username and password is:

Making Calls with Digital Voice

You can make calls by dialing the number on your phone, as you always have.

For calls within your area code, you may dial 7, 10 or 11 digits.

Example: 555-1212, 859-555-1212 or 1-859-555-1212

When dialing outside your area code, you may use 10 or 11 digits.

Example: 859-555-1212 or 1-859-1212

To activate the International calling feature, you will need to contact LightTUBE Customer Service at (931) 455-4515.

To place international calls, dial just as you would with a standard analog telephone. (International Access Code + Country Code + City Code + Number)

Example: 011 + 39 (Italy) +81 (Naples) +Number

To answer a call pick up your handset like you always have.

Important 911 Information

While the 911 system through Digital Voice services will work very similarly to your standard analog telephone, there are a few important differences of which you need to be aware.

- Each time you move, you will need to call our support line at (931) 455-4515, and press option 2, to update your information. It may take a few days to activate and change your 911 feature, so please think ahead when moving the location of your digital telephone service.
- Electrical or broadband outages can prevent 911 dialing **with our system**. As your phone service is relying on both your broadband connection and electrical power (with additional battery back-up, if available), if these go out, so will your Digital Voice service. Once the power and broadband connection returns, your system will function properly again.

Managing Your Account Online

Configure Your Digital Voice Account Online

1. Open your web browser and in the address bar type: <https://phone.lighttube.net>
2. Your username is your 10 digit phone number.
3. Your temporary password should have been given to you when your service was activated. Click “forgot password” to generate a new password on the login screen.
4. Enter your phone number (username) and password into the appropriate fields and then click the “Login” button.
5. When you log in for the **first time**, you will be prompted to create a four digit CPNI security code. This verifies your identity when requesting a change from our service department. Please keep this code in a safe place for future reference to make changes to your account.
6. On the “Home” page of the portal you will see a “Features” button which, when you click on it, will enable you to configure all of your features (e.g., Call Forwarding, Simultaneous Ringing, etc.)

How to Access Voicemail

Accessing the Voicemail System for the First Time

1. From your own phone, dial your phone number
2. The default pass code is 4227
3. Enter a new pass code at the voicemail prompt
4. Re-enter the same new pass code at the prompt
5. If your new pass code is accepted, you will hear “your password has been changed successfully”
6. Press the # key

Once in the system, you will hear “Welcome to your Voice Messaging System. If you are not calling from your home phone press the * key.

Voicemail Main Menu

1. To listen to your messages, press 1
2. To change your mailbox busy greeting, press 2
3. To change your mailbox no answer greeting, press 3
4. To compose and send a new message, press 5
5. To delete all messages, press 7
6. To go to the CommPilot Voice Portal press the * key
7. To repeat this menu, press the # key

*Feature Access Codes

- *72 Call Forwarding Always Activation
- *73 Call Forwarding Always Deactivation
- *90 Call Forwarding Busy Activation
- *91 Call Forwarding Busy Deactivation
- *92 Call Forwarding No Answer Activation
- *93 Call Forwarding No Answer Deactivation
- *67 Calling Line ID Delivery Blocking per Call
- *65 Calling Line ID Delivery per Call
- *69 Call Return
- *70 Cancel Call Waiting (per call)
- *94 Call Forwarding Not Rechargeable Activation
- *95 Call Forwarding Not Rechargeable Deactivation
- *78 Do Not Disturb Activation
- *79 Do Not Disturb Deactivation
- *77 Anonymous Call Activation
- *87 Anonymous Call Rejection

