



Dear Customer,

Thank you for choosing Tullahoma Utilities Board's LightTUBE as your telecommunications services provider. As a LightTUBE telephone service user, you receive your local phone service from Norlight Communications as the telephone service provider for our LightTUBE system here in Tullahoma. You also receive unlimited long distance calling in the 48 Continental United States and Canada.

We chose Norlight for their expertise and experience in providing reliable telephone services to both residential and business customers. By offering telephone services through Norlight, we are able to provide LightTUBE users with a full range of advanced telecommunications services. We are confident you will be pleased with phone service from Norlight!

Please refer to this Telephone User Guide containing instructions for using the calling features that come with your service.

With the conversion of your phone service, you will notice a few minor changes in the way you use your phone. Most feature activation/deactivation codes will likely be the same you have used previously. We have chosen to use all star code access codes (*) and not use any pound codes (#). For example, if you previously used 72# as your access code for Call Forwarding, you will now use *72. If you have any questions regarding the use of these features, please give us a call and we will be happy to help.

Again, thank you for choosing TUB's LightTUBE and Norlight Communications.

Sincerely,

R. Brian Skelton
TUB General Manager

Phone User Guide

Included in this guide is a comprehensive list of features and services that are included with you LightTUBE telephone service. Unlike many telephone providers, we do not charge extra fees for these services.

Features

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Anonymous Call Rejection

Protect your privacy by preventing calls from callers who block their identity.

To use Anonymous Call Rejection:

1. Press *77
2. Listen for the confirmation announcement.
3. Hang up.

To cancel Anonymous Call Rejection:

1. Press *87
2. Listen for the cancellation announcement.
3. Hang up.

Note: Once Anonymous Call Rejection is activated, it remains activated until you cancel it. Incoming calls from calling party numbers marked as public or without calling party number information are not affected by this feature.

Call Forwarding Busy Line

Forward your calls to another phone number when your line is busy.

To use Call Forwarding Busy Line:

1. Press *68
2. After hearing a dial tone, dial the number to which calls are to be forwarded.
3. Wait for ring and answer, and then hang up.

To cancel Call Forwarding Busy Line:

1. Press *88
 2. You will receive a confirmation tone, and then hang up.
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Call Forwarding No Answer

This feature allows incoming calls to ring (you decide the number of rings at the time the feature is set up, standard is 4). If the call is not answered, the call will be forwarded to another number.

To use Call Forward No Answer:

1. Press *32
2. After hearing the dial tone, dial the number to which calls are to be forwarded.
3. Wait for ring and answer, and then hang up.

To cancel Call Forward No Answer:

1. Press *82
2. You will receive a confirmation tone, and then hang up.

Note: When activating call forwarding you must connect to the forwarded number in order to initiate this feature. If the line is busy or you receive no answer, the number will be stored for two minutes. You will need to go through the activation steps again to save the forwarded number.

Caller ID Delivery Block

Per Call Block for Caller ID is enabled on every line. The feature must be activated before each call you would like to block.

To use Per Call Block for Caller ID:

1. Press *67.
2. Dial the number you want to call.

To permanently disable Per Call Block for Caller ID:

1. Press *85.
2. Hang up.

Note: A permanent Call Block is available for some professionals and government workers with proper documentation. To disable Call Block, press *85. This will allow your name and number to be viewed on a per-call basis.

Call Forwarding

If you are away from your home, send your calls to where you are. Call Forwarding allows you to receive phone calls at any location.

To use Call Forwarding Variable:

1. Press *72.
2. Listen for a tone followed by a steady dial tone.
3. Dial the telephone number to which all calls will be forwarded.
4. Wait for a ring and answer (see note below).
5. Hang up.

To cancel Call Forwarding Variable:

1. Press *73.
2. Listen for confirmation tone.
3. Hang up.

Note: If the line is not answered or the line is busy, repeat steps 1 and 2. Listen for the confirmation tone and hang up. Call Forwarding Variable is automatically activated on the second attempt if the attempt is made within two minutes. Calls forwarded to long distance telephone numbers will be charged to you. You must program Call Forwarding Variable at the phone number from which calls are to be forwarded.

Caller ID Deluxe

Caller ID Deluxe allows you to view the name and the number of the person or company trying to reach you. (Caller ID requires a special phone or plug-in unit that is sold separately).

Use Caller ID Deluxe to:

- See who is calling you before you answer the phone.
- Enhance security and help eliminate harassing calls.
- Store the numbers and names of people who have called you, even while you were out. Review the information later and return the calls at your convenience.

To use Caller ID:

1. Wait for the start of the second full ring of your telephone.
2. The number and name of the calling party will appear on your display unit.

Note: This service requires a special display device connected to or a part of your phone in order for you to see the calling information (not included). For more information, please refer to the specific instructions for your Caller ID display device.

Call Waiting with Caller ID

Gives you the benefits of the Caller ID service you've selected, plus the added bonus of seeing who's calling when you're already on the phone.

Use Call Waiting with Caller ID to:

- Determine who is calling while you're on another call so you can decide whether to interrupt your current conversation.
- Save money by avoiding interruption of long distance calls to answer unwanted calls.
- Return calls you may receive while you're on the phone, rather than interrupt calls in progress.
- Enhance security and help eliminate harassing calls.

To use Call Waiting with Caller ID:

1. You will hear two signals. First, you will hear the traditional Call Waiting beep that alerts you to an incoming call. Following that, you will hear a short tone which lets you know that Call ID data is being downloaded to your display unit. (The person with whom you are speaking will not hear any tone.)
2. The calling party's number and name will appear on your display unit.

Note: This service requires a Call Waiting with Caller ID capable display device connected to or a part of your phone in order to see the calling party information (not included). Call Waiting with Caller ID is only active on your line while you are engaged in a telephone conversation. If you already have a call waiting or on hold, the calling party will hear a busy signal and you will not hear any signal. You may override the Call Waiting with Caller ID on a per-call basis by performing the Cancel Call Waiting procedure.

Call Return (Automatic Call Back)

Return a call to the last party who called or attempted to call you. Call Return remembers the number and will automatically redial it for you.

To use Call Return:

1. Press *69.
2. Listen for an announcement that will tell you the phone number of the party who last called you.
3. If you wish to return the call:
 - a. Press *1.
 - b. Listen for the ringing.
 - c. Wait for an answer.
4. If you do not wish to return the call, hang up.
5. If the line is busy:
 - a. Listen for an announcement telling you the number is busy.
 - b. Hang up.
 - c. You will hear a short-short-long ring when the line is free.
 - d. Your call will automatically be made when you lift the handset.

Note: There is no time limit for returning a missed call. However, you will only be able to return the last incoming call you received.

Call Waiting

Answer another call while you're on the phone. Call Waiting alerts you with a beep to another incoming call. You can put the original call on hold while you answer the second call.

To end an existing call and answer a waiting call:

1. Hang up, and then allow the telephone to ring and answer it.

To put an existing call on hold and answer a waiting call:

1. Listen for the Call Waiting tone.
2. Press the switchhook or press the Call Waiting/Flash key (if available on your phone set).
3. The original call will be placed on hold and you can speak with the second caller.

To cancel Call Waiting before making a call:

1. Press *70.
 2. Listen for three beeps and a steady tone.
 3. Dial the desired telephone number.
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Remote Access Call Forwarding

Activate or deactivate your call forwarding from any touch-tone phone.

To use Remote Access Call Forwarding:

1. Dial the access number (931-571-7723).
2. After hearing the recording, enter the telephone number you would like calls to be forwarded from and your assigned security PIN number. (Your default pin number is the last four digits of your telephone number.)
3. Listen for the tone, press *72
4. At the dial tone, dial the number to which calls are to be forwarded to.
5. Wait for a ring and answer, and then hang up.

To cancel Remote Access Call Forwarding:

1. Dial the access number (931-571-7723).
2. After hearing the recording, enter the telephone number that is being forwarded and your security PIN number. (Your default pin number is the last four digits of your telephone number.)
3. Press and listen for the tone, then hang up.

Note: When activating call forwarding you must connect to the forwarded number in order to initiate this feature. If the line is busy or you receive no answer, the number will be stored for two minutes. You will need to go through the activation steps again to save the forwarded number.

Repeat Dialing (Automatic Redial)

Let your phone dial that busy number for you, over and over, until it gets through. When the line is free, you will be alerted with a special ring and the call will be connected.

To use Repeat Dialing:

1. Hang up, then lift the receiver and listen for dial tone.
2. Press *66
3. To call back a busy number:
 - a. Listen for the announcement telling you the number is busy then hang up.
 - b. You will hear a short-short-long ring when the line is free.
 - c. Your call will automatically be made when you lift the handset.
4. To redial the last call you made:
 - a. Listen for the ringing.
 - b. Wait for an answer.

To cancel Repeat Dialing:

1. Press *86
2. Listen for the tone or announcement then hang up.

Note: While Repeat Dialing is activated, you may still make and receive other calls. Repeat Dialing will continuously attempt to call back a busy number for 30 minutes.

Speed Calling 30

Assign a one or two-digit code for frequently used numbers. Speed Calling 30 is great for emergency numbers and long distance numbers.

To set up (or change) Speed Calling numbers:

1. For 2-Digit Speed Calling (codes 20–49), press *75
2. Listen for a tone and a steady dial tone.
3. Enter the two-digit Speed Calling Code (20–49).
4. Enter the desired telephone number, press the # key and listen for a tone.
5. Hang up.

To use Speed Calling:

1. Press the desired Speed Calling Code (20–49).
 2. Press the # key.
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Three-Way Calling

Three-Way Calling is great to use for coordinating events. This feature allows you to speak with two people at the same time.

To use Three-Way Calling:

1. Press the switchhook, and then listen for three beeps and a steady tone. (Present call is placed on hold).
2. Dial the third party's telephone number. If the line is busy or there is no answer, press the switchhook twice to reconnect the first call.
3. When the third party answers, press the switchhook for a three-way call to be established.

Note: You may privately converse with the third party as long as you wish before using the switchhook to establish a three-way call. After a three-way call is established, you may press the switchhook to drop the third party at any time.

Vicemail User Guide

Never miss a call again. Voicemail works like an answering machine but is better in so many ways. Voicemail is easy to use, convenient, and only costs pennies a day!

- Voicemail works like an answering machine, ready to take messages 24 hours a day!
- It's easy to use and convenient...helpful prompts guide you around.
- Let's you receive messages while you're on the phone...try that with an answering machine.
- Access and listen to messages from any phone at any time...great for when you're on vacation!
- Manage your messages with ease...Voicemail store messages for two weeks if necessary.
- Receive new message notifications via email, pager or text message.[†]
- Hear the caller's phone number and the time they called (notifications contain this too[†]).
- Receive recordings of messages via any valid email address.[†]

Initial Voicemail Setup

1. Dial the Voicemail access number that was given to you at installation. (_____)
2. Press * to interrupt the greeting. You will be asked for your password.
3. Press 1234 as the initial password. You will need to change this password to something unique as follows:
 - a) Press 5 to access the Setup Options menu.
 - b) Press 2 to change your password: You will be asked to enter a numeric password from 4 to 15 digits in length. After entering a new password, it will be repeated back to you.
 - c) Press 1 if you want to save the new password, or press 2 to re-enter the number. After confirming your password, you will automatically return to the Setup Options menu. To cancel, press * at any time.
4. Follow the prompts to change your password.
5. Press 5 to create your personal greeting and to set up "Trusted Numbers."

Setting up your Personal Greeting

1. Press 5 to access the Setup Options menu. (Press * to cancel at any time.)
2. Press 1 to create a new greeting. The default greeting will be played (press any key to bypass the greeting playback). Press 2 to keep this greeting or continue to step 3 to change it.
3. Press 1 to record a new greeting. At the sound of the tone, record your new greeting. You have approximately 3 seconds to begin speaking after the tone. Otherwise your recording will be halted. When you are finished speaking, press any key to stop recording. Your greeting can be up to 5 minutes in length. Your default greeting will not be erased while you record a new one. The new greeting will replace your default greeting only after you have finished the steps below to save it.
4. After recording your new greeting, you will enter the Record Options menu.
 - a) Press 1 to listen to your new recording.
 - b) Press 2 to re-record your greeting. Begin speaking at the tone.
 - c) Press 3 to append your recording. Begin speaking at the tone. The appended message will be attached to the end of your new recording.
 - d) Press 4 to save the recording. The previous greeting will be replaced.
 - e) Press 5 to abort. You will return to the Setup Options menu.

Trusted Numbers

When you call into Voicemail from a number you designate a Trusted Number (like your home, office, or cell phone) your password will not be required.

Setting up Trusted Numbers

1. Press 5 to access the Setup Options menu. Press * to cancel at any time.
2. Press 3 to enter the Trusted Numbers Setup menu. Choose a trusted number carefully since anyone calling from a trusted number can access your Voicemail.
 - a) Press 1 to add a new trusted number. Enter a ten-digit phone number including the area code. The number will be repeated back to you. Press 1 to save, press 2 to re-enter.
 - b) Press 2 to hear existing trusted numbers. After each number is played back, press 1 to keep the number, press 2 to delete it, press 3 to repeat it.

To Access Your Messages:

1. Dial your Voicemail box access number.
 2. Press * to interrupt the greeting.
 3. Enter your password. (If you are accessing Voicemail from a Trusted Number, you will not have to enter your password. However, Voicemail may not be able to recognize the number you are calling from on certain types of calls, like calls from payphones. If this occurs, you will be prompted to enter your password.)
 4. Follow the prompts or use the menus at the bottom of this page.
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To Leave a Message in the Voicemail Box From Your Home Phone:

1. Dial your Voicemail box access number.
 2. Press # to interrupt the greeting and immediately begin speaking your message. Maximum length for any message is 2 minutes.
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Stutter Tone (new message waiting signal)

When someone leaves you a voicemail message, a signal is delivered to your phone indicating a new message is waiting. If you own a phone or device equipped with a call waiting light, the stutter tone signal will cause this light to turn on. Otherwise, when you pick up the phone, you will hear a series of tones before the normal dial tone begins.

Voicemail Notifications

When someone leaves a voicemail message, a notification can be delivered to you immediately. If you are at work or on the road, you can know right away that someone has called your home and left a message. Notifications are convenient! You're always in touch, even while you're away from home.

Notifications can be delivered to an email account or as a text message to a cell phone or pager. They contain the telephone number of the person who called and the time and date of the call. Additionally, email notifications contain the actual message attached as a .wav file for you to hear. Please Note: Some email servers do not allow large attachments with emails. Since some messages can be large, you may be required by your ISP to have this function turned off.

To setup notifications, simply provide a valid email address or text message account address/phone number when you sign-up or call our Customer Service Center 455-4515.

[†] You must provide the correct equipment to receive notifications. Additional equipment (computer, cell phone) or services (internet access, email account, cellular account w/text messaging) may be required. © 2005 Norlight Communications Company. All Rights Reserved. Norlight Communications Company is a wholly-owned subsidiary of Q-Comm Corporation. Although Norlight Corp. has licensed the use of its name to Q-Comm, it has no management oversight, control or responsibility for Norlight Communications Company.