



Residential Phone

Condensed User Guide

No Dial Tone /Dead Air:

I am experiencing no dial tone on one or more phones, what can I try?

Symptoms include:

- No dial tone when you pick up a receiver
- Busy tone when called or rings with no answer
- Phones say no line on the screen

Try unplugging all of your phones from the wall. Also unplug any devices that use the phone line such as:

- TV boxes from other companies that do caller ID on the TV.
- Medical Equipment
- Fax machines
- Order machines
- Credit card machines
- Answering machines
- Security systems

By unplugging these devices you are removing variables from the system that could be causing a short on the phone line. Once everything is unplugged start by plugging in one device at a time to isolate which device is causing the problem. If you get a dial tone on the first phone then continue reconnecting phones until the dial tone stops coming through. The last device you connected will be the culprit.

If you don't get any dial tone on any devices isolating them one by one you may have a short in the wire or the Vibrant Broadband equipment providing the phone service might be having issues. If possible try to plug a known good phone directly into the Vibrant Broadband box into the phone port. If you get a dial tone at the Vibrant Broadband box then there is a wiring issue. If it is not possible or the dial tone is not working at the Vibrant Broadband box please give us a call to open a trouble ticket to investigate your trouble with you further.

Fast Busy Tone:

If your phone is playing a fast busy tone when you pick up the receiver then something is holding the line off-hook. Make sure all phones are hung up and see if that resolves the issue. If not give us a call to submit a trouble ticket.

If you are getting a fast busy tone when you call your landline number that could be related to something else. Please give us a call and submit a ticket to our support team can take a look and run diagnostics on your phone line.

Accessing Your Mailbox

1. Dial (Area Code)-(Exchange)-8080 ex.218-454-8080 or access by dialing *10 from your home phone.
2. Either: Press # if calling from phone your voice mail is on, OR Enter your telephone number, area code first, if calling from a remote phone, OR with Auto Login and accessing from your home phone no entry is required.
3. Enter your password, followed by the # key. Your password will be a default code of "0000" until you change it.
4. Main Menu: Press 1 to retrieve messages, Press 7 for current date and time or Press 9 for mailbox setup.

Accessing Your Sub-Mailbox

1. Follow steps 1 and 2 from above.
2. Enter your sub-mailbox number. If you are the Group Administrator and wish to record a group greeting press * to access the Group Greeting. A voice prompt will guide you through those steps.
3. Enter your password, followed by the # key. Your password will be a default code of "0000" until you change it.
4. Main Menu: Press 1 to retrieve messages, Press 5 to hear which sub-mailboxes have new messages or Press 9 for mail-box setup.

To Retrieve Messages

Three options in message retrieval menu:

- Press 1: New Messages
- Press 2: Saved Messages
- Press*: Return to Main Menu

Listen to Messages:

1. PRESS 1: Play or re-play message.
2. PRESS 2: Save message and go to next.
3. PRESS 3: Delete message and go to next.
4. PRESS 4: Save message as new.
5. PRESS 6: (1) Forward message.
6. PRESS 7: Skip back three seconds.
7. PRESS 8: Pause or continue message.
8. PRESS 9: Skip forward three seconds.
9. PRESS *: Return to main menu.



To change your password:

1. Press 2: Change your password.
2. Enter new password, followed by the # key. This password is any series of up to 16 digits you choose. You will be unable to access your mailbox without this password, so be sure to choose one that is easy for you to remember.
3. To verify, enter your password again, followed by the # key.