

**Installing the Phone Adapter:**

If you are installing your cable phone using existing wiring please see reverse side for installation.

**If you are installing to one location please follow these instructions:**

1. Power off your devices including your modem and PC. Connect a telephone.



2. Insert the telephone cable into the Phone 1 port of the phone adapter. See figure above.
3. Connect one end of the Ethernet cable included to the Ethernet Port of the phone adapter. Connect the other end to the Ethernet port of your PC. See figure below.



4. Insert the other Ethernet cable into the Internet port and connect the other end into your cable modem.



5. Power on the cable modem.
6. Insert the appropriate end of the power cord into the adapter. Plug the other end into a power outlet or surge protector.



7. The power LCD on the front panel of the phone adapter will light up as soon as the phone adapter powers on.
8. Power on the PC.

If for any reason you encounter difficulties during this installation process, remember that help is available at (518) 943-6600 option 1, then option 2.

**Once Installed You MUST Activate Your Account**  
Mid-Hudson Cable Phone Configuration Instructions

- Step 1: Open your online web browser  
 Go to [www.mhcable.com](http://www.mhcable.com)  
 From the top menu Go to "Products and Services"  
 Click on "Cable Phone"  
 Click on [Activate your Phone](#)  
*The login page appears*  
 Click on "**ACTIVATE MY ACCOUNT**"

**Follow online instructions to activate your account.**  
**If for any reason you encounter difficulties, please contact Support at (518) 943-6600 option 1, then option 2, or toll free 1-800-342-5400.**

**To Log into your voicemail**

1. From your CablePhone dial your CablePhone number or 86#. If away from CablePhone dial 1-800-974-6576 to access vm.
2. Immediately @ voicemail prompt press \*.
3. You will be prompted for your password, If this is your first time. Your password will be your complete 11 digit phone number ( i.e. 15556663333), and you will be prompted to reset your password.
4. Once logged into your voicemail you can navigate the menu to listen, delete or save your voicemail messages.

**Menu**

- 1 Read voicemail message
- 3 Advanced options
  - 1 Reply
  - 3 Envelope
  - 4 Play previous message
  - 5 Repeat current message
  - 6 Play next message
  - 7 Delete current message
  - 8 Forward message to another mailbox
  - 9 Save message in folder
  - \* Help; during message playback; Rewind
  - # Exit; during message playback; Skip forward
- 2 Change folders
- 0 Mailbox options
  - 1 Record your unavailable message
  - 2 Record your busy message
  - 3 Record your name
  - 4 Record your temporary message
  - 5 Change your password
  - \* Return to the main menu
- \* Help
- # Exit

After recording a message (incoming message, busy/unavailable greeting, or name)

- 1 Accept
- 2 Review
- 3 Re-record

While listening to a recorded voicemail message: Press # to fast-forward, or \* to rewind. Note that the # and \* keys only work when the message is in the process of being played back.

**To access your Voice Mail away from home** you can do so by dialing our Voice Mail access number @ 1-800-974-6576 you will be prompted for your voicemail box number. This will be your full 11 digit phone number (i.e. 1518XXXXXX) once you enter this wait 1-2 seconds and you will be prompted for your password. You will then be in your voice mail and be able to check, delete or respond to voicemails.

## How to install your cable phone using existing wiring

If you're not comfortable doing the work yourself, you should hire a professional electrician or telephone technician to do the job instead.

It's important to note that by modifying your telephone wiring to distribute MH CablePhone throughout your home, you'll be totally disconnecting yourself from the phone company. But the process is completely reversible. So if you sell your house in the future, for example, you can restore your old phone configuration with minimal difficulty.

**\*\*It's not very difficult to modify your home phone wiring, but because you're dealing with lines that carry voltage, there's always a risk of causing a fire or damage to your phone lines and equipment.**

### **STEP ONE - ISOLATE YOU'RE INSIDE WIRING**

To re-wire your home for MH CablePhone, you first need to isolate your inside phone wiring from the lines that come into your house from the phone company. This is a step you shouldn't skip, even if you think your phone line is already dead. If you don't isolate your inside wiring, and the phone company decides to send voltage across the line you thought was dead, it could damage the telephone equipment inside your house or worse, cause a fire.

To begin, find the box on the outside of your house where the telephone lines come into your house from the street. This is called the Network Interface Unit (NIU). It's the legal demarcation point where the outside wiring from the street (owned by the telephone company) meets the wiring inside your house (owned by you). When you open the box, which is usually locked or fastened with a screw, you will have access to the side containing the wires going into your home, but not the side with the lines coming from the street. You'll also see a ground wire coming out of the phone company's side of the box. This wire protects you against lightning strikes, so make sure you never disconnect it.

Once you've opened your side of the NIU, you'll see one or more sets of screw terminals inside. Each will have a short piece of telephone wire coming out of it with a phone connector on the end plugged into a corresponding jack. If there's only one line coming into your house, you'll most likely have only one set of screw terminals. To disconnect from the phone company, simply unplug each of the short telephone wires from its corresponding jack.

Next, you need to make it obvious to others that you've unplugged the wires on purpose and they shouldn't undo your modifications without risking damage to your inside equipment. Start by wrapping the end of each of the telephone wires you just unplugged with electrical tape so it can't be plugged back in without unwrapping the tape. Then, clearly label the inside of the box with a message that says something like: "Do not reconnect! May cause damage to inside equipment!" A sign written or printed in waterproof ink and taped inside the box works well. No matter how you choose to label the box, be sure it is obvious, clear, and easy to read.

Once you've clearly labeled the inside of the NIU, close and refasten the box. Then, just to be safe, label the outside of the box as well. To be extra safe, you can also wrap a cord or nylon tie-wrap around the box so it can't be opened without cutting it. Remember, to avoid damage, you want to make it as inconvenient as possible for someone to change what you've done without your knowledge.

### **STEP TWO - CONFIRM THE LINE IS DISCONNECTED**

After you've isolated your wiring from the phone company's, it's important to confirm the line is disconnected before installing MH CablePhone.

Go back into your house and pick up a phone plugged into a jack that previously worked. You should hear absolutely nothing; the line should be totally dead. If the line's not dead, go back and check your work. If your work looks correct and the line's still not dead, it means that voltage is somehow still being carried on the line and it's not safe for you to proceed any further. Consult a professional electrician or telephone technician for help.

### **STEP THREE - CONNECT YOUR PHONE ADAPTER**

If you've successfully isolated your wiring and you've confirmed the line is dead, the hard part's over. It's time to connect to MH CablePhone!

Simply plug your cable modem into the MH CablePhone phone adapter. Then plug your phone adapter into any telephone jack using a standard telephone cord. Finally, plug regular phones into the other jacks in your house. Telephone jacks are wired in parallel, so when you plug your phone adapter into any working jack, it will spread the signal to the other jacks in your home.

Like any telephone line, there is a limit to the number of phones you can connect to a single MH CablePhone line. If too many phones are connected, the signal will fade, and not all of the phones will ring when a call comes in. Therefore, we recommend you only connect five phones maximum to a single MH CablePhone line.

**Additional Information:** From the Home Page on your VOIP website, you can view your phone number, your MAC address and your personal information given at the time of the installation. You may update your personal information, change your password, and activate any of the many features Mid-Hudson offers from this website at any time.

*Please contact customer service if you have any questions! 1-518-943-6600 option 1.*

