

WELCOME

TO A WORLD OF POSSIBILITIES



ARMSTRONG®

IT'S TIME TO GET EXCITED!

You're now part of Armstrong's **Advanced Fiber Network**, which offers high-speed internet with enhanced Wi-Fi, whole-home entertainment solutions, and clear, reliable phone service.

Look inside this kit to find a wealth of information about your new service and get familiar with the many exciting features we offer!

CUSTOMER SERVICE & SUPPORT

1.877.277.5711
info@ZoomInternet.net
OneWire.help

ONLINE ACCOUNT MANAGEMENT



Account.ArmstrongOneWire.com
Download our free app!
 

Armstrong Account Login

User name _____

Password _____

PIN# _____

Email associated with account _____

Zoom Internet

Wi-Fi Network Name (SSID) _____

Wi-Fi Network Password _____

Plume® Home™ app

App login _____

App password _____



ZOOM INTERNET + ENHANCED WI-FI

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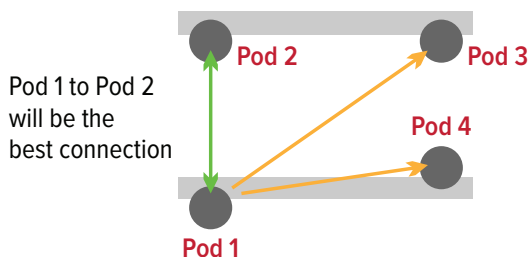
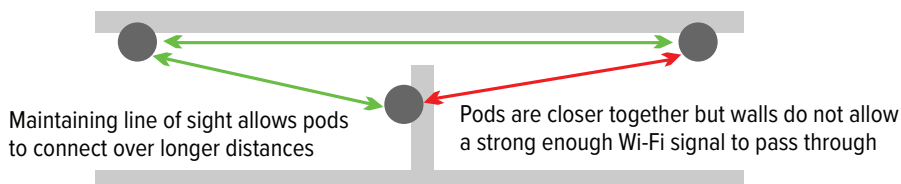
POD PLACEMENT TIPS

Every house is different, so the placement of your pods is important!



Here are a few tips to enhance your Wi-Fi coverage:

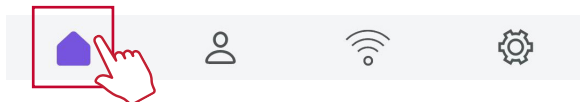
1. Be sure to place the pods on inside walls to get the best experience.
2. For best coverage, pods should be a maximum of 30 feet apart.
3. Avoid placing pods behind obstructions like furniture and appliances.
4. Improving the line of sight where possible between Gateway and Leaf pod will increase the range that the two can be placed apart from each other.
5. 90° Rule: If the Wi-Fi signals must travel through an obstruction such as a wall or floor, the shortest distance through the obstruction will cause the least signal loss.
6. Be sure to turn off any additional Wi-Fi networks to avoid interference.



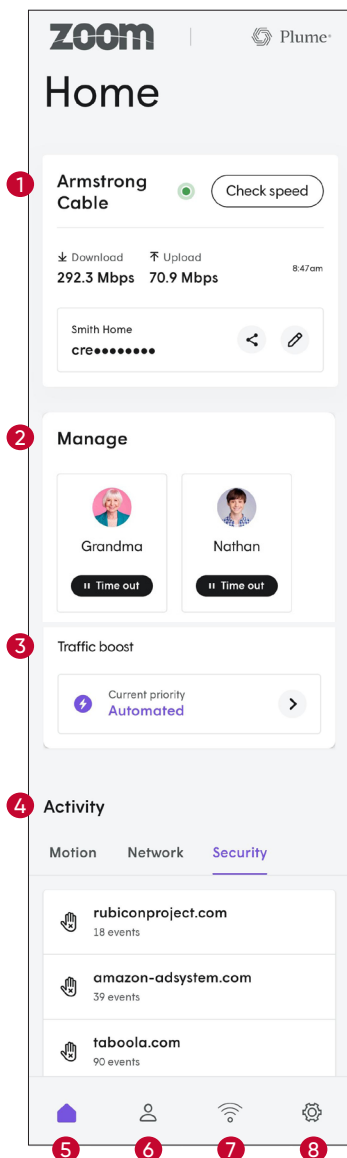
View the video
to learn how to
name your pods

GETTING STARTED WITH THE PLUME® HOME™ APP

UNDERSTANDING THE HOME SCREEN*



**Your screens may vary depending on device and platform.*



1 SPEED AND PASSWORD INFORMATION

View, share, or change your Wi-Fi password. Check your speed in real-time and view recent speed test results

2 MANAGE

Quickly apply a Time Out to a specific profile or create a Focus for more fine-tuned restrictions

3 TRAFFIC BOOST

Allows you to prioritize bandwidth for certain apps, services, or profiles

4 ACTIVITY

View Motion history, and Network and Security events all at a glance

5 HOME

6 PROFILES

Create profiles for members of your household or groups of devices to more easily monitor and manage internet usage in your home

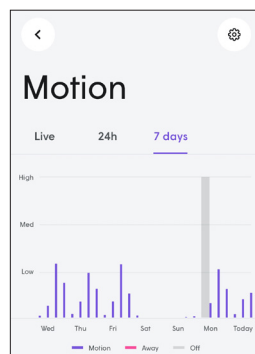
7 NETWORK

View your network status and see performance and security alerts

8 SETTINGS

Manage Network, Security, and Privacy settings

MOTION is a feature that uses disruption in your Wi-Fi signal to determine when someone moves by one of your network devices. Tap on the recent activity on the Home screen to view historical motion data and update Motion settings



View the video to learn how to set up Motion features



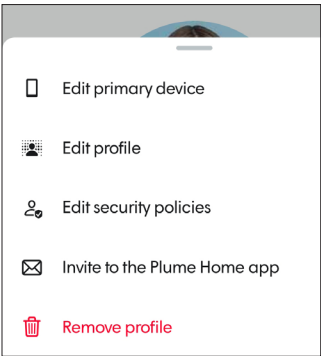
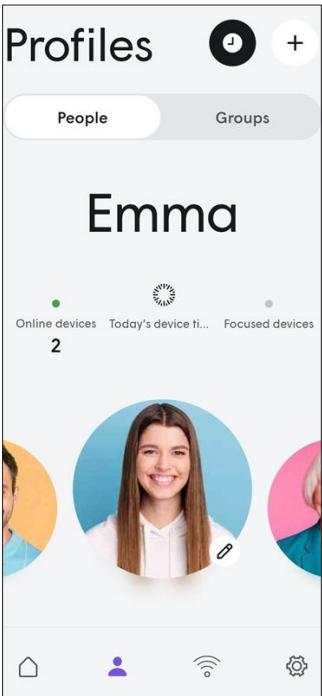
ADDING AND MANAGING PROFILES



The Profiles section allows you to create and manage profiles for users or groups of devices in your home. This allows you to set parental controls, manage traffic priorities, and enable notifications when family members arrive home.

ADDING A PERSON OR GROUP

1. Tap on the + button and select either "person" or "group".
2. Add a photo (optional), enter the person or group's name, and personalize protection settings, then tap Add.
3. Assigning devices allows protection settings to apply to all of a person or group's devices and allows the ability to set Time Outs and Focuses.
4. Once devices have been assigned, you may also wish to assign a primary device to the profile. This allows push notifications to be sent to you when a person arrives home as their primary device connects to your home network.



EDITING A PROFILE

After a Profile has been created, you may need to edit or delete a profile. Tapping on a Profile's portrait will allow you to do so, bringing up the options seen to the left.



View the video
to learn how to add
people or groups



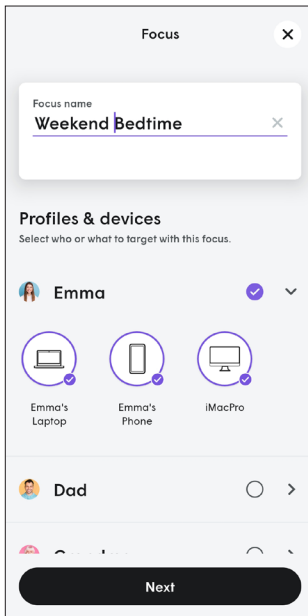
Scan for help
with the
Home™ app!



FOCUSES

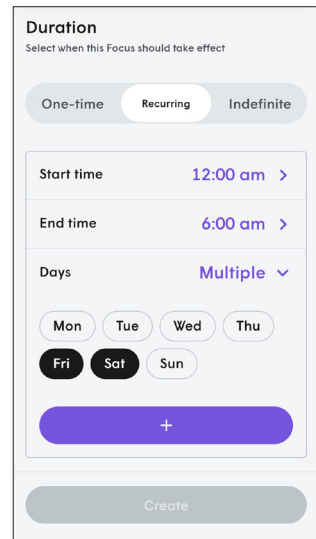
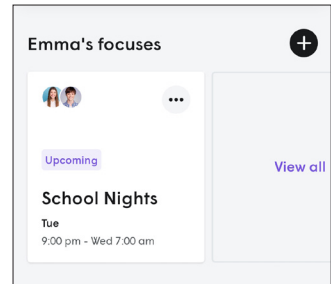
Focuses are a feature for restricting content to a device or Profile for set periods of time. This can be for Bedtimes, Homework or just taking a digital break, and are fully customizable! You may restrict all or even choose which service or category of apps is blocked.

A focus can be set by pressing the (+) icon. Select the profile and devices the focus will apply to. Make sure to name the focus to proceed, then press Next. On the following screen 'All' will be selected by default.



If you wish to only prohibit certain apps, or types of apps, choose Custom. This can be helpful if you'd like a device to be available for school-related activities, but ensure streaming apps or social media aren't being used.

Next, you'll be asked to determine the duration of the focus. Fill all time and date options, then press plus (+). Multiple time and date combinations can exist in the same focus.



One-Time

A "Time Out" that lasts a set amount of time

Recurring Scheduled Focuses that will repeat every week

Indefinite One-time with no set end time

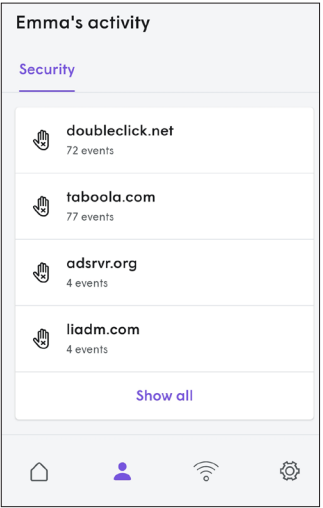
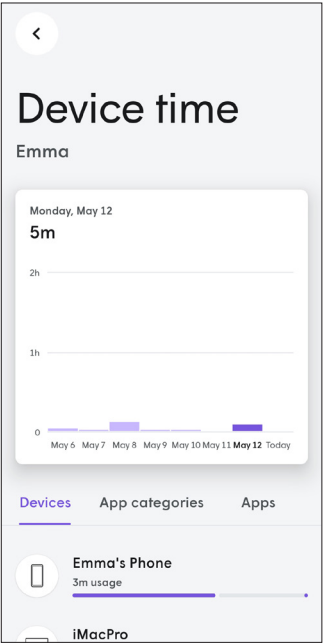


View the video to learn how to set up Focuses



PROFILE MONITORING AND ACTIVITY

Under the Profiles section, you can also monitor the internet usage of People and Groups, create and manage Focuses, add new devices to a Profile, and see security events for specific Profiles.

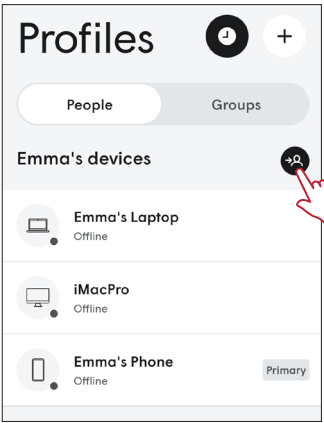


DEVICE TIME

Device time will allow you to see details on internet usage time of the devices you've assigned to Profiles. Tapping the usage graph will even show a breakdown of different apps and websites visited, as well as how much time was spent on each. Keep in mind, this will list the time a device is actively using your internet service, not the time a device is being used.

DEVICES

Once a profile is made, devices can be added by pressing the small black circle button under devices. If you need to assign or re-assign a primary device to an account, see **Editing a Profile** on Page 5.

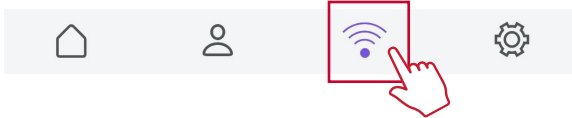


ACTIVITY

Activity will give you a snapshot of recent security alerts a particular profile or group have had recently. This makes checking on certain household members easier than viewing your whole accounts alerts under the Security section in Network.

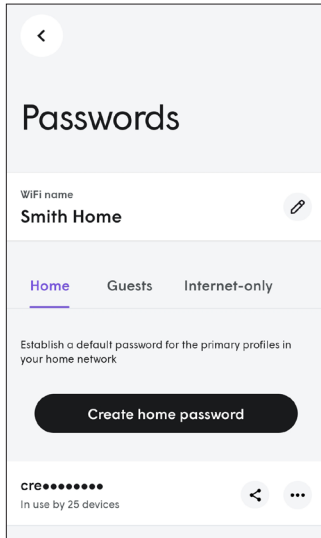


View the video to learn how to set up Profiles



NETWORK - PASSWORDS, TOPOLOGY, AND TRAFFIC BOOST

The Network section has in-depth options for customizing your network settings and viewing information about your Wi-Fi service and performance.

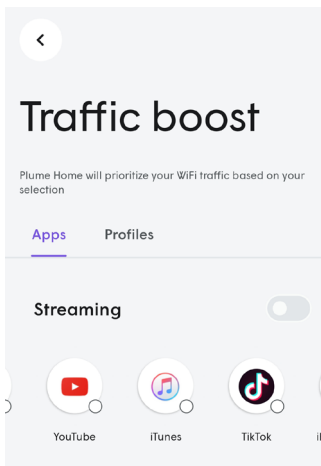
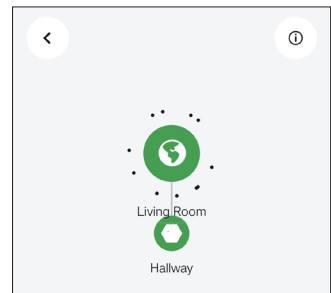


PASSWORDS

Tapping on the arrow next to your Wi-Fi name will take you into the Passwords section. From here you can view or edit your home, guest, and internet-only passwords. Your passwords will be partially hidden on the screen until one is tapped on.

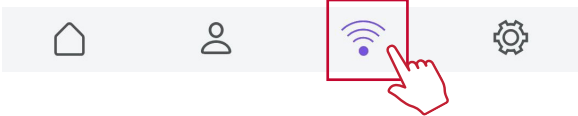
TOPOLOGY

Topology can give you insight into the connection between your devices and extenders. A green icon indicates a strong connection. If you notice a yellow or red icon, you may need to relocate the extender closer to your main gateway.



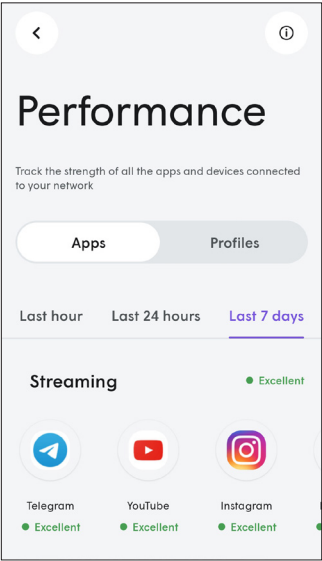
TRAFFIC BOOST

Traffic Boost allows you to manually prioritize certain applications or a profile's devices when you feel it is needed. While your Enhanced Wi-Fi will smartly move bandwidth around based on speed demands, it may not realize how important this next work call is going to be. That's where Traffic Boost can give you the control you need to ensure vital tasks don't get interrupted.



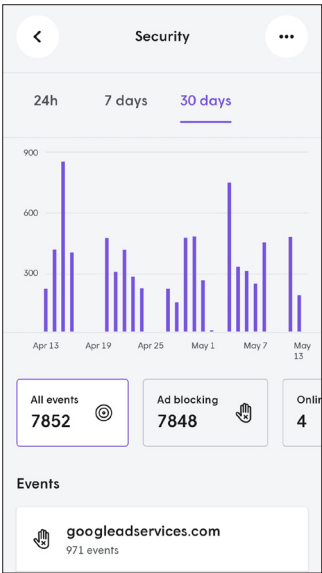
NETWORK - PERFORMANCE AND SECURITY

The Home app allows you to review previous performance statistics and security events for all the devices and apps used on your network.



PERFORMANCE

Performance gives an evaluation of how different apps and devices were able to perform over the prior 7 days. If you experience buffering or lag, it can help to look back to see if all apps and devices were impacted or not. If only one app was performing poorly while others on the same device were fine, this can indicate a service issue for that provider. If only certain devices are poor, that could be due to the location they are used and re-evaluating your Wi-Fi coverage may be in order. Sometimes however, internet issues are not always as clear. If you need help evaluating any problems, feel free to reach out to our technical support team. We are available 24/7 for assistance!

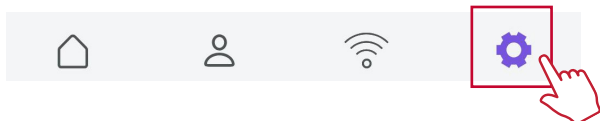


SECURITY

The Security section under Network allows you to view your recent security events. These include the various security features, ad blocking, and content access restrictions. If you or another member of your household gets restricted from a site or app you feel is safe, you may select the event from this page and choose to approve it for those with access to your network. By tapping the three dots in the corner you can view your list of approved and blocked domains or quickly open the Security settings section.



View the video to learn how to enable Security features



SETTINGS

Settings is where you will find more complex Network and Security settings. It also houses Privacy and Notification settings that most mobile apps possess.

NETWORK

This is where you will locate IP and DNS settings any router has available to configure manually if you have the need.

SECURITY

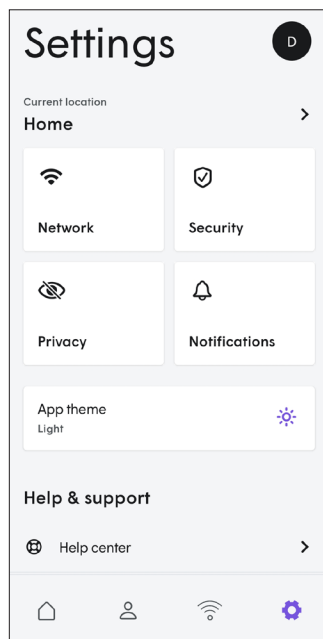
Here you can enable and disable the different security features offered by your Enhanced Wi-Fi. You can also adjust which profiles some of the settings can impact.

PRIVACY

Privacy has analytic and crash reporting settings that can be toggled off. Keep in mind that the Data access options, if disabled, will also disable the features listed underneath.

NOTIFICATIONS

Notifications houses the 'Home Away' setting that allows you to receive notice when a household member's primary device connects to your home network, signifying they have arrived back at home.



Armstrong utilizes a number of techniques to protect its internet customers. We encourage our customers to secure their Armstrong account with a security code. That way when we receive an inquiry about your account, we'll know we're talking to the right person.

PROTECTING YOUR COMPUTER

Every computer needs a good security suite!

Armstrong provides its customers with **TREND MICRO** for **FREE**.

➔ For details, visit ArmstrongOneWire.com and click TREND MICRO in the Premium Services menu. TREND MICRO includes Anti-Virus, Anti-Spy, Parental Controls, and more!



View the video to
learn more about
Trend Micro



EXP Stream, powered by TiVo®, brings together all the live, streaming, recorded, and on-demand entertainment you could ever want, in a single experience you'll love!

BASIC TERMS

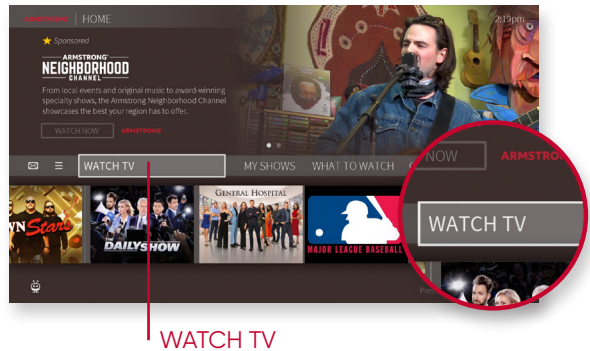
STREAMING DEVICE Your EXP streaming device receives TV over a wired or wireless connection to your home network. You'll receive all of your channels, as well as access to streaming providers, over that one connection.

STREAMING When you watch shows from apps like Netflix®, Amazon Prime Video®, or YouTube®, you're streaming the shows from that source. If you have enabled the Cloud DVR feature, you can also stream recorded shows to your mobile device.

THE HOME SCREEN

The Home screen is the starting point for just about everything you do with EXP.

To get to the Home screen from anywhere in the EXP experience, just press the TiVo button  on your remote control.



WATCH TV

HOME SCREEN MENU ITEMS

Menu items across the middle of the Home screen take you to each screen.

WATCH TV Starts playing the video you were last watching

MY SHOWS Brings you to a list of your recordings and streaming videos, ready to watch instantly, whether they're TV recordings or streaming from apps

WHAT TO WATCH Allows you to browse shows available to stream, watch live, record, or bookmark, conveniently divided into popular categories

GUIDE Launches the on-screen program guide

APPS & GAMES Gives you access to your device's video, music, and game apps

SEARCH Searches by title, actor name, or keyword – across TV and streaming apps

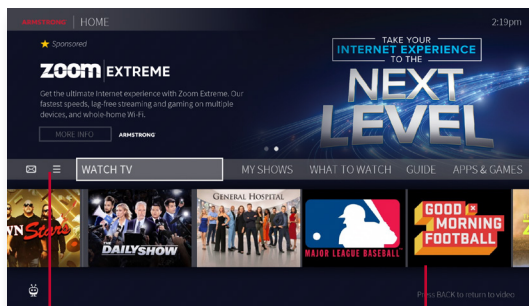


Scan to visit the
EXP Stream
support page

SETTINGS MENU & NOTIFICATIONS

To manage your recordings and OnePass searches, and to control your settings, select Menu (≡).

Here, you can customize your options, including OnePass settings, Parental Controls settings, and User Preferences.



SETTINGS MENU

SMARTBAR

To view notifications, move left to select the envelope icon ✉

THE SMART BAR

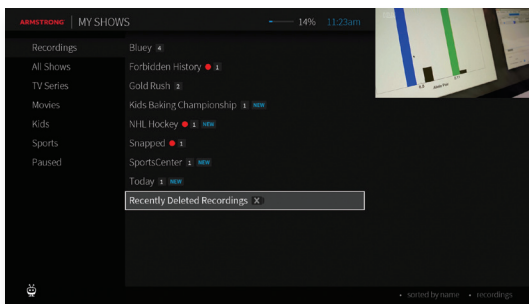
The Smart Bar predicts shows to watch based on what your household usually watches.

Use the DOWN arrow on your remote control to move to the Smart Bar. With a show highlighted, press OK to start watching, or press the ⓘ (info) button on your remote for an Info card with options.

MY SHOWS

All of your recordings and streaming videos appear in the My Shows list. Filters in the left column of My Shows let you narrow your choices instantly.

As you highlight a filter, your My Shows list will update automatically. Filters include TV Series, Movies, Kids, and more.



To get to My Shows, Press the TiVo button 📺 and select My Shows from the Info banner.

ON-SCREEN ICONS



Streaming video



Recorded show



Partial recording (recording was interrupted)



Recording may be deleted to make room for other recordings, or because of other restrictions



Show is currently being recorded

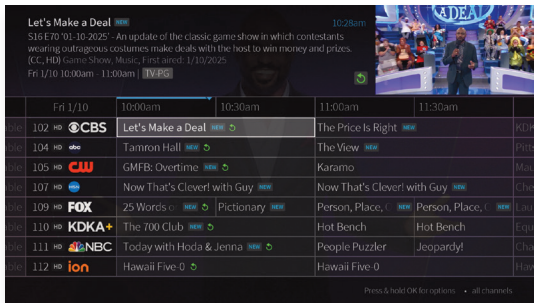


FINDING THINGS TO WATCH

GUIDE

The on-screen guide displays up to two weeks of TV programming.

To reach the Guide, go to the Home screen and choose Guide or simply press Guide on your remote. Use Channel Up and Down to scroll through pages at a time.



These icons appear in the Guide:



Available from Start Over or Catch Up



Show or channel cannot be recorded

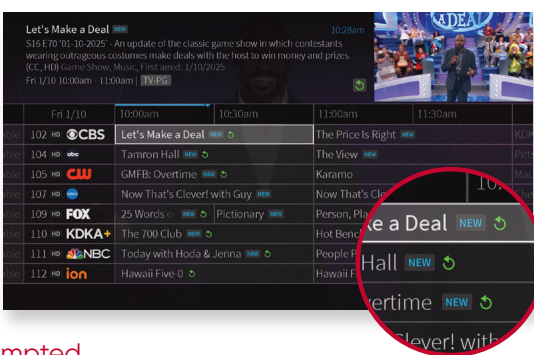


Show is currently being recorded

START OVER

With Start Over, you can restart most programs currently airing, plus thousands that have aired within the last 3 days.

Look for the green icon in the guide and select Watch Now from Start Over in the program details or press and release the "A" button when prompted.



Note: do not hold the "A" button or you will turn on Screen Reader. To turn Screen Reader off, simply press and hold the "A" button again.



TIP: SET UP A GOOGLE® ACCOUNT

Although not required, it is highly recommended to set up a Google account. With a Google account, you'll be able to use Google Play®, Google Music®, Google Games®, and Google Assistant® right on your EXP Stream box.



Scan to visit the EXP Stream support page

ONEPASS™ – YOUR TICKET TO ENDLESS ENTERTAINMENT

OnePass gathers every episode of a series available on TV and streaming apps, adding them all to your My Shows list.

To create a OnePass, find a show you want to watch, then choose **Create a OnePass**. The show will instantly be added to My Shows and all available episodes will be added.



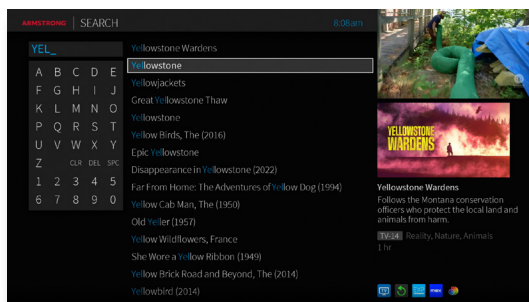
TIP: OnePass works best when your video app list is up to date. Visit Menu > Settings > User Preferences > My Video Providers to edit the list of apps your OnePass will display episodes from.

CLOUD DVR When you enable the Cloud DVR service on your streaming device, you can record shows to watch later. Whenever "recording" is mentioned in this guide, it is assumed that the Cloud DVR feature has been enabled.

Contact Armstrong at 1-877-277-5711 to request the Cloud DVR service.

SEARCH

Search by show title or description, person name (actor, director, etc.), or network name. EXP searches upcoming TV shows, movies, and streaming videos—all at the same time.



Press and release the Google Assistant button  on your remote, and use your voice to find a show, open an app, or get recommendations to match your mood.

Try saying things like "Bob's Burgers," "Search cooking shows," or "Show me sports movies." **For more voice command suggestions, see the Remote Control insert in the folder pocket.**

Don't feel like talking? Use keyboard search instead.



LIVE TV

Select **Watch TV** from the Home Screen to watch live TV.

As you change channels, you'll see a status bar at the bottom of the screen. This bar contains useful information, like show title, time of airing, channel, etc. When Restart is available, an on-screen tip will remind you to press and hold OK or A to start from beginning.

TRICKPLAY™

The status bar contains a faint white line showing a one-hour period. The green segment shows the portion of the hour that has been saved by your EXP box. You can rewind or fast-forward anywhere within that green segment. The thick white line marks your current point in time. When the white line is back in the green segment, you're "behind" live TV.



PRESS OK, LEFT, or RIGHT on your remote to bring up the status bar.

- If you pressed OK, the Pause icon will be highlighted, press OK/SELECT again to pause.
- If you pressed LEFT or RIGHT, the Rewind or Fast-forward icon will be highlighted, respectively. Press the button again to begin the action.
- Highlight the on-screen icon and press OK/SELECT for the following functions:

- Jump back to the beginning of the saved portion
- Skip back 8 seconds – useful for when you miss a great sports play, or when you fast forward too far.
- Rewind – press up to three times for three speeds.
- Play
- Pause
- Fast Forward – press up to three times for three speeds
- Skip forward 30 seconds
- Jump to the end of the saved portion (catch up to live TV)
- Bring up the Info banner
- Open the Guide
- Go to live TV (available while watching a recording or Catch Up show)

INFO BANNER

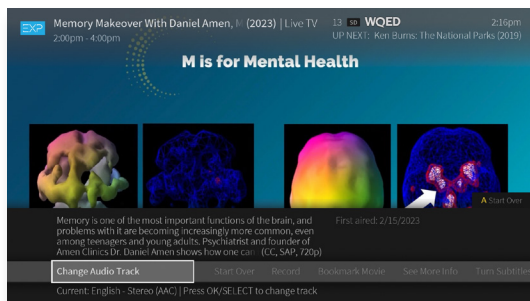
The INFO BANNER displays the shows title, description, ratings, and other information.

To view the info banner, press the **i** (for Info) while watching a show. The show will pause while the info banner is visible.

Choose an action or press OK/SELECT to dismiss the info banner and resume playing.

From the Info Banner, you can:

- Turn closed captioning on or off
- Bookmark or record the show
- Create a OnePass search for the show
- Lock the channel. This option requires a Parental Controls PIN to access.
- Change the audio track. The option is available only when other audio tracks are available.



A Better EXPerience, for everyone.

Accessibility options on EXP Stream for users with visual or hearing impairments.



Talking Guide

The Talking Guide, also known as Talk Back, is a voice guidance feature available on EXP that will speak the text on your screen.



Enhanced Closed Captioning

EXP makes it easy to turn Closed Captioning on or off by simply holding the 'i' button down for quick access to Screen-Reader and Closed Captions.



Scan to visit the
EXP Stream
support page



APPS & GAMES

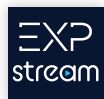
To get to the Apps & Games screen, simply select Apps & Games from the Home screen, or press the grid button  on your remote control.

At first, the apps on this screen include the video providers you selected during device setup (e.x., Netflix). These providers appear in your Video Provider List and are automatically included when searching or browsing using the TiVo menus. (For more information on your Video Provider List, see User Preferences).

If you don't see the apps you selected during setup, or if you skipped that portion of setup, you can always add the apps manually. You can also add other apps, games, and content you download on Google Play to this screen for direct access.

Simply select one of the Google Play tiles (Google Play Games, Google Play Music, etc.) to go to Google Play, and sign in using your Google user name and password.

GET THE EXP APP



The EXP app easily lets you control live TV, schedule recordings from anywhere, manage OnePass selections, and more, right from your tablet or smartphone*.

- View "What to Watch" to find popular shows, movies, sports, and more
- Access the guide to see what's on by channel
- Use advanced search to find content and bookmark the programming you want to watch



TIP: EXP Stream can be enjoyed on more devices than your cable box. The EXP Stream app can be downloaded on Android or iOS tablets and smartphones, as well as Amazon Firesticks, Apple TV, and many Android TV devices.

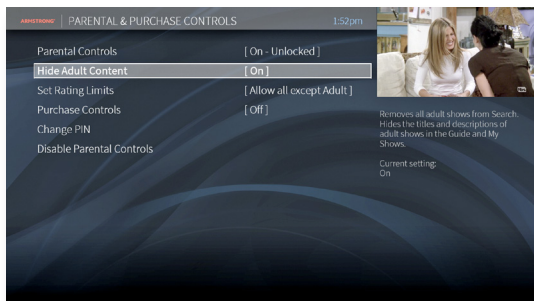
Search for "EXP Stream" in your device's app store to see if it's compatible.



Download the
FREE EXP Stream app from
the App store or Google Play

PARENTAL CONTROLS

Parental Controls help you make sure your family has access to only those shows you want them to watch.



From the Home screen, select Menu (≡) > Settings > Parental Controls.

TURN PARENTAL CONTROLS ON/OFF

To turn Parental Controls on, use the UP/DOWN buttons on the remote control to enter a four-digit PIN, then enter the same PIN again for confirmation.

When you turn off Parental Controls, the PIN is deleted and anyone can watch any show or channel.

When Parental Controls are on, a lock icon  will appear on the Home screen next to the Menu icon .

HIDE ADULT CONTENT

When this setting is on, adult shows do not appear in search results, and titles/descriptions of adult shows are hidden in the Guide and My Shows. You will need to enter the Parental Controls PIN to watch any adult content.

SET RATING LIMITS

Movies originally meant for release to theaters have a different rating system from shows made for TV. Use rating limits to set rules for both rating systems.

Highlight the rating option, and then use the left/right arrows to change the rating limit.

CHANGE PIN

Enter a new PIN, then re-enter the new PIN to confirm.



Scan to visit the
EXP Stream
support page



Unlike most telephone companies, Armstrong does not charge you an extra fee for every calling feature. Here's a brief guide to using these features:

FEATURES

Anonymous Call Rejection	Incoming calls from blocked telephone numbers receive a message that you do not accept calls from blocked numbers	Press *77 to activate, *87 to deactivate
Call Blocking	Callers included on this list are blocked but hear a message that you are not currently accepting calls	Dial *60 and follow the prompts
Call Forwarding	Send your incoming calls to another telephone number	Press *72 , after tone, enter number to forward calls to; to cancel *73
Caller ID	Displays the name and number of incoming callers when available	Must have a compatible telephone or caller ID unit
Caller ID Blocking	Blocks your telephone number on a per call basis	Press *67 then your number; to unblock press *82 then your number
Call Trace	Logs a telephone number to provide to authorities by subpoena	Press *57 after receiving a threatening or harassing call
Call Waiting	Allows you to receive a second call while talking on the telephone	Press receiver or flash button to toggle between calls
Directory Assistance Block	Blocks outbound calls to directory assistance	Manage this feature online



Log into your account to manage features online

FEATURES (continued)

Do Not Disturb	Incoming calls receive a message that you are not currently accepting calls	Press *78 to activate, *79 to deactivate
International Toll Restriction	Blocks outbound calls to International telephone numbers	Manage this feature online
Repeat Call	Automatically redials a busy telephone number	Press *66 to activate, *86 to cancel
Return Call	Automatically redial the last incoming call, when available	Press *69 to activate, *89 to cancel
Schedule Call Forwarding	Automatically forward incoming calls to another telephone number based on your schedule	Manage this feature online
Selective Call Forwarding	Send select incoming calls to another telephone number	Manage this feature online
Speed Calling	Dial your favorite numbers by entering a number 2-8 and then #	Manage this feature online
Three Way Calling	Allows you to host a mini-conference call	Press receiver to place first call on hold, enter the third person's number, press the receiver button to add the first person to the call





FEATURES (continued)

MESSAGE PLAYBACK OPTIONS

Skipping Back	While listening to a message, press *77 . The system will rewind the message five seconds. Press 1 to play the message from the beginning
Pausing Messages	While listening to a message, press 8 . To resume message play, press 8 . The system will play the next message in sequence or return to the last menu
Replying to Messages	After listening to a message, press 4 . Follow the instructions to compose and send your reply
Forwarding Messages	After listening to a message, press 6 . Follow the instructions to address and forward the message
Deleting Messages	After listening to a message, press 3 . The message will be deleted when you hang up
Getting Envelope Information	After listening to a message, press 66
Saving Messages	After listening to a message, press 2
Skip Forward to Next Message	After listening to a message, press # for the next message. Press 99 to skip forward five seconds

REVIEWING DELETED MESSAGES

You can review deleted messages only during the same call in which they were deleted. After the call ends, the message is deleted and is no longer available for review.

If you would like to review a deleted message, press ****** to return to the Main Menu.

Press **3** to review Other Messages. The attendant will notify you if you have any deleted messages. Press **6** to review deleted voice messages.

VOICE MAIL

ACTIVATING VOICE MAIL

To enjoy all the benefits of Voice Mail, log in to your account and enable voice mail today.

➔ To get started, log on to **ArmstrongOneWire.com**. Next, select **MANAGE TELEPHONE** from the My Account drop-down menu. You may be prompted to enter the Security PIN for your account. Next, select Voice Mail in the main left-hand menu, then check Enable Voice Mail and click Save Changes. It's that easy.

Voice Mail PIN # _____

ACCESSING YOUR ACCOUNT

To access your Voice Mail from your home telephone, press ***98**. If you are away from home, enter your home telephone number, wait for your Voice Mail message to start, then press *****, enter your passcode, and press **#**.

Note: The first time you access voice mail, you will need to enter a four-digit passcode. The default code is 1234.

CHECKING YOUR VOICE MAILBOX FOR MESSAGES

Armstrong Voice Mail will let you know when you have new messages. Your message indicator depends on the type of telephones you own. You will typically hear either a stutter-tone when you pick up your telephone receiver or see a message waiting light on the telephone indicating that you have new messages.

Access your account.

The attendant will notify you if you have new messages.

Press **1** to review new messages.

Press **3** to review other messages.

Press **4** for mailbox settings.

Press **6** to review deleted messages.



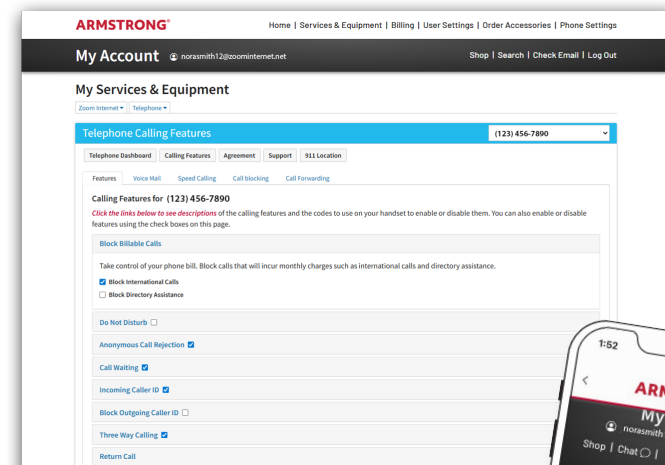
OTHER WAYS TO ACCESS YOUR TELEPHONE

Manage your features and listen to voice mail by logging into your account on **ArmstrongOneWire.com** or on the Armstrong app!

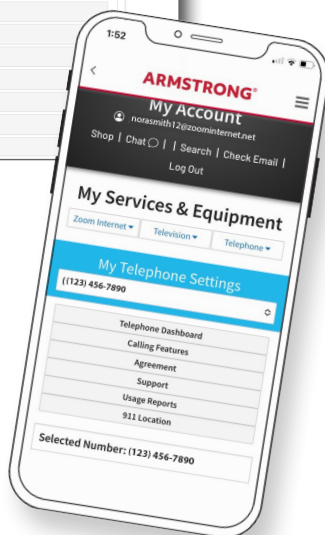


Log into your account dashboard, choose Telephone.

Click on "View Details" under My Voicemails to show call records, listen to voice mail, and more.



- Manage your voicemail
- Set Call Forwarding
- Change settings
- Add features like Privacy Defender
- View call log
- Block numbers
- Download voice messages
- Set number of rings to answer
- Turn voice mail on and off
- Block international calls and much more!



DO NOT CALL REGISTRY

You can reduce the number of calls you receive from telemarketers by adding your telephone number to the Do Not Call Registry.

Add your phone number(s) to the National Do Not Call registry online at www.donotcall.gov or by phone 1-888-382-1222.



Re-register when you change service providers, disconnect service or change the billing name on your account.

Note: Signing up for the Do Not Call list won't eliminate all unwanted calls. Charitable and political organizations, surveyors and any organization with which you have a prior or existing business relationship **are** permitted to call you.

Protect your information.

Even reputable firms like your bank or credit card company might sell your information. Use caution when sharing your telephone number and other personal information. If you choose to share this information, you should review the company's policy on how they use your personal information and "opt-out" if you don't like the way they use your information.

Some states have additional Do Not Call requirements. For details, visit your state public service or utilities commission website.

Enhance your privacy by using Armstrong's special calling features like **Anonymous Call Rejection**, **Call Blocking** and **Do Not Disturb**. Select Manage Telephone from the My Account drop-down menu. You may be prompted to enter the Security PIN for your account. Next, select Voice Mail in the main left-hand menu, then check Enable Voice Mail and click Save Changes. It's that easy.

ENHANCED SPAM BLOCKING

This Caller ID feature automatically scans all incoming calls and blocks fraudulent calls before your phone even rings! It labels suspect calls with a SPAM warning on your Caller ID. It's included FREE with your telephone service.



PRIVACY DEFENDER

Privacy Defender is a subscription service which allows you to control incoming calls, giving you the ability to screen and reject unwanted calls from telemarketers, robocalls, and anonymous numbers. You can purchase this feature online or call Customer Service. For set up, press ***94**.

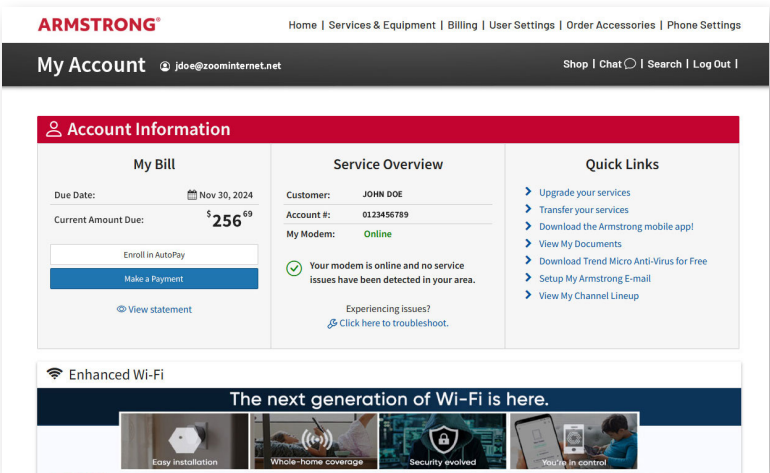


Scan to
learn more about
Privacy Defender



MANAGE YOUR ACCOUNT ONLINE

You can easily manage many features of your account online!
Be sure to have your username and password available to get started.
And, we're always here to help.



MANAGE USER SETTINGS

Add users, change your password, set up your email and SMS/text preferences, and more.

VIEW & PAY YOUR BILL

See current charges, past statements, set up EasyPay or make a one-time payment.

MANAGE SERVICES AND PERSONALIZE FEATURES

View equipment status and your personal channel lineup. Plus, manage your telephone settings and voicemail.

CHAT WITH AN AGENT

Live chat with one of our knowledgeable Customer Service or Technical Support Representatives.
A chat icon will appear when live chat is available.



Scan to log in and go
to the Account
Management Dashboard



ADDITIONAL HELPFUL INFORMATION

CUSTOMER CARE AND TECH SUPPORT

Need help? You have several options for customer care, account management, and technical support. Choose the one that works best for you!



Online at
Armstrong**OneWire.com**



Call or chat online
with an agent



Use our free app



Visit your local
Armstrong store

On this page, you can find your local office information, online chat, or call.



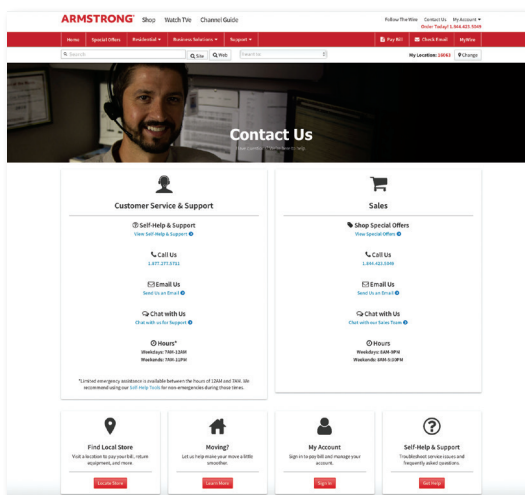
Scan to go to our
Contact Us page

CUSTOMER SERVICE & SUPPORT

1.877.277.5711

info@ZoomInternet.net

OneWire.help



ONLINE ACCOUNT MANAGEMENT

Easily manage your account on the go with the FREE Armstrong app available for Apple and Android



Scan to go to
download the
FREE app



ONLINE SUPPORT

SELF-HELP TOOLS

Your first step in resolving many issues quickly online.

ANSWERS TO POPULAR QUESTIONS

A variety of topics from understanding your statement to setting up email accounts.

SPECIFIC PRODUCT SUPPORT

When you need more in-depth product information, equipment manuals, and quick-start guides.



EASILY FIND:

- How-to videos
- Getting Started guide
- How-to articles
- and much more!



Scan to go to our self-help, troubleshooting tools, and support articles for your account and Armstrong Services



IMPORTANT PHONE NUMBERS

FOR EMERGENCY DIAL 911 POLICE - FIRE - MEDICAL

E-911 service may not be available during a power, cable or broadband outage, or if your service has been suspended.

National Poison Control Center: **1-800-222-1222**

National Suicide Prevention Lifeline: **dial 988**

for more information visit 988lifeline.org

Local police department _____

*For non-emergencies

Local fire department _____

*For non-emergencies

Local hospital _____

Health insurance plan phone number _____

Policy number _____

Pharmacy _____

Emergency contact _____



Armstrong is very proud to be ranked **#1 in Internet Service Satisfaction** by Cablefax magazine, a nationally recognized trade publication for the second year in a row.

Their yearly Top Ops awards recognize excellence in a variety of areas, including quality of service, dedication to innovation, customer service, and community involvement.

IMPORTANT NOTICE

Your services are subject to Armstrong's terms and conditions, a current copy of which can be found at **ArmstrongOneWire.com/policies**, which is updated from time to time by posting any amendments, modifications, or supplements or replacements to this site.

Netflix	User name _____	Password _____
Amazon Prime	User name _____	Password _____
Hulu	User name _____	Password _____
YouTube	User name _____	Password _____
Disney+	User name _____	Password _____
Max	User name _____	Password _____
Apple TV+	User name _____	Password _____
Paramount+	User name _____	Password _____
Peacock	User name _____	Password _____
Other	User name _____	Password _____

THANK YOU FOR CHOOSING ARMSTRONG.

For almost 80 years, we've helped keep our customers connected to what matters most.

We're happy to welcome you into the Armstrong family.

Scan the code to find out more about how we are making a positive impact in the communities we serve, and our ongoing sustainability efforts.



OUR PROUD HISTORY

For nearly 80 years, Armstrong has connected people, ideas, and opportunities. From the dawn of television to the rise of the digital age, we've continually pushed boundaries to deliver cutting-edge technology, like our advanced fiber network, that redefines what's possible. We take great pride in delivering high-speed internet, streaming video, and home telephone to customers in six states: Pennsylvania, Ohio, West Virginia, Maryland, Kentucky, and New York.

Armstrong is a proud member of the Armstrong Group, a family-owned and operated collection of diverse companies that began in 1946 as Armstrong County Line Construction. Founded by Jud L. Sedwick, the Armstrong Group has grown into an organization with third-generation leadership that encompasses multiple industries, including Guardian Protection Services, 4Front Solutions, Armstrong Comfort Solutions, Armstrong Development Properties, and the Ziegenfelder Company, the manufacturer of Twin Pops. Being a family-owned company means every choice we make is guided by our long-term vision for a better tomorrow.

Our investments go beyond technology, extending to the people and places that make our towns unique. Through event sponsorships and partnerships with schools and nonprofits, every connection we build strengthens the ties that make our communities thrive.

OUR SIGNATURE INITIATIVES:



Breaking Bread is Armstrong's ongoing initiative to fight food insecurity in our communities through a four-pronged approach: Collecting donations of food, volunteering time, donating money and raising awareness. Every September, our Avenge Hunger Month campaign raises awareness at a time when the need is greatest. For over 15 years, Breaking Bread has served as a conduit to route donations to over 200 feeding programs in our service area.



Healing Heroes is our partnership with Guardian Angels Medical Service Dogs, providing disabled veterans in the communities we serve with highly trained service dogs. These incredible dogs make a difference in the lives of those struggling with a variety of disorders including PTSD, Traumatic Brain Injury, Seizure Disorders, and more. Since 2016, Armstrong has helped raise over \$355,000 and sponsored 15 service dogs. Veterans in our communities have been paired with these dogs, helping them regain their self-confidence and independence.

Please visit armstrongonewire.com/HealingHeroes for more information on how to apply for a service dog.



Armstrong Neighborhood Channel is available in our channel lineup to all customers and on YouTube. Our locally produced content provides a look at the people and places that matter in your neighborhood. Through community events, high school sports, or our award-winning specialty shows, Armstrong Neighborhood Channel highlights the best your region has to offer.



Connect with us on social media @FollowArmstrong to find out more about our community initiatives!



ARMSTRONG®

WHOLE HOME SOLUTIONS | ZOOM INTERNET | TELEVISION | TELEPHONE | BUSINESS SOLUTIONS

ARMSTRONG
GROUP

ARMSTRONG

Guardian
PROTECTION

ARMSTRONG
DEVELOPMENT

ARMSTRONG
COMFORT SOLUTIONS

TWIN POPS