

# 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 \_\_\_\_\_

### HomePass™ app

App login \_\_\_\_\_

App password \_\_\_\_\_

**ZOOM INTERNET + ENHANCED WI-FI**

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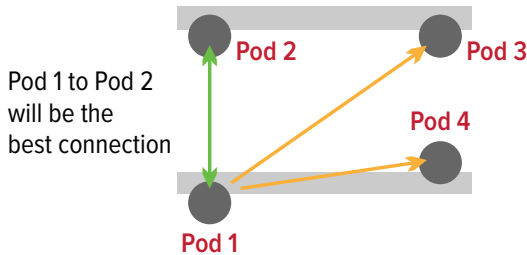
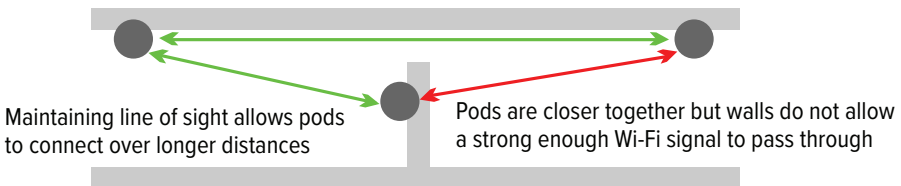
## POD PLACEMENT TIPS

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.

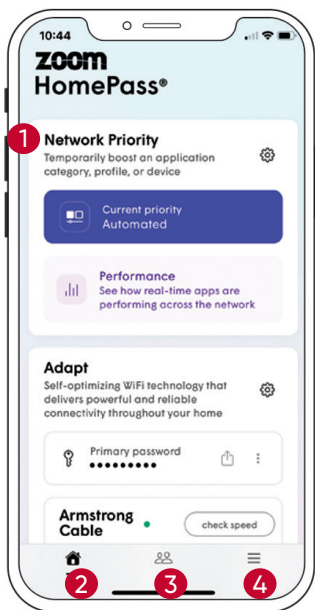


View the video to learn how to name your pods



## GETTING STARTED WITH THE HOMEPASS™ APP\*

### UNDERSTANDING THE HOME SCREEN



**1 NETWORK PRIORITY** allows you to temporarily switch bandwidth priority to certain types of applications. You can also view previous performance ratings to see if your network may have been impacting your device's activity

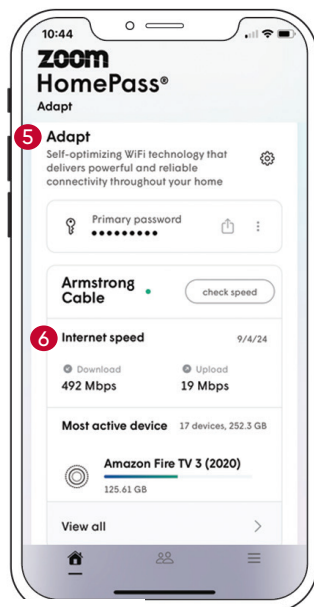
**2 HOME**

**3 PEOPLE/PROFILES**

See pages 5-7

**4 MAIN MENU**

*\*Screens shown are for the iOS platform unless otherwise stated. Your screens may also vary depending on device and platform.*

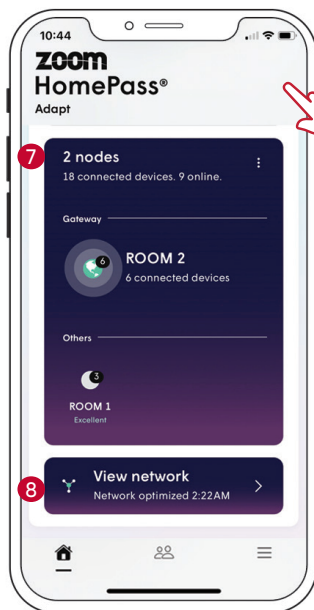


**5 ADAPT** is where network settings are configured, including passwords and their level of access. Share or view your primary password from the Home screen or tap the Gear icon to setup Guest or Internet Only access.

**6 INTERNET SPEED TEST**  
Click here to check your speed now, or from the last 24 hours, 7 days, or 30 days

**7 PODS** Tap on the three dots to locate and name pods.

**8 NETWORK MAP**  
Shows a map of each pod. Select a pod to view details, rename a pod, or see a list of connected devices



Scroll up or down to navigate through the various features

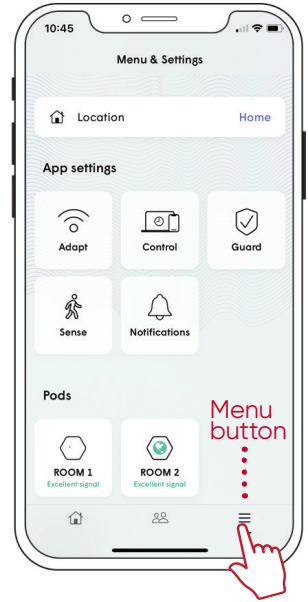


## NAVIGATING WITHIN THE APP

Exploring the HomePass app is easy!

Just scroll up and down on the Home screen or tap the menu icon at the bottom of the screen.

Select the icon for the section you would like to view.



## VIEWING AND MANAGING DEVICES

Easily view and manage devices currently on your home network, as well as device connection history, and devices on guest access.

1. From the Home screen, touch the **PEOPLE** button located at the bottom of the screen.
2. Above the People button, select **DEVICES**.
3. Tap **GUESTS** or **INTERNET ONLY** to see connected devices or without access to the full network.

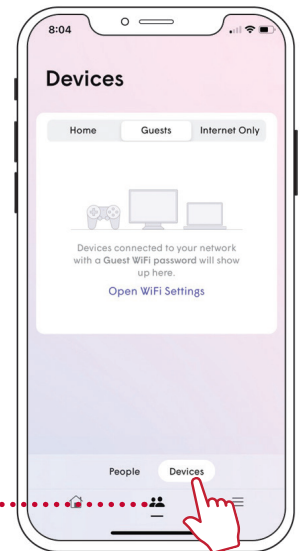


### SCHEDULE INTERNET FREEZES BY DEVICE

Suspend internet access for any device on your network for School Nights, Bedtime, Indefinitely, and Custom. Simply select the device and tap **SCHEDULE INTERNET FREEZE**.

## NETWORK PRIORITY

At the top of the Home screen, Network Priority allows you to temporarily switch bandwidth priority to certain types of applications. You can also view previous performance ratings to see if your network may have been impacting your device's activity.



Scan for help with the HomePass app!

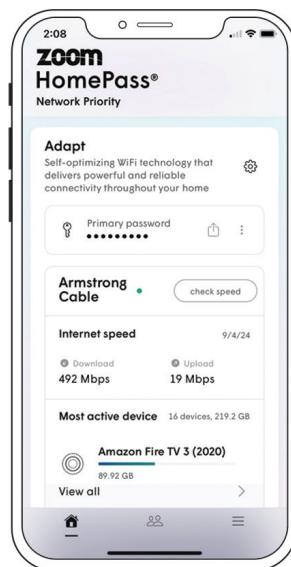
## RUN SPEED TEST & CHECK DATA USAGE

1. From the Home screen, scroll down to ADAPT.
2. Under **ADAPT**, tap **Check Speed** to run a live speed test. Tap **Internet Speed** to see historical speed data.
3. Under **Most Active Device**, select **View All** to view each of your device's data usage over differing periods of time.



### DEVICE TIP

Create a profile for your voice-assisted devices such as Alexa®. Pause internet connection to the profile when you don't need voice assistance.

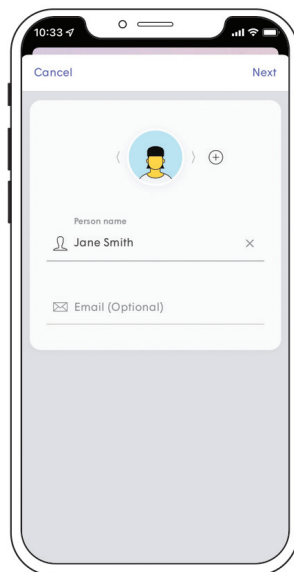


## ADDING OR REMOVING A PERSON

Adding people allows you to conveniently monitor and manage their Wi-Fi access.

### ADDING A PERSON

1. Touch the **PEOPLE** button at the bottom of the home screen.
2. Tap on the **+** button and **"CREATE A PERSON"**
3. Add a photo using the **+** button, enter the person's name and email (optional) and tap next.
4. Set their device profile information. This allows you to control content access as well as their Guard settings for all their assigned devices while they are connected to the network.
5. Tap **NEXT** and select a Person Profile. Edit any Content or Guard settings and then select Done.
6. Use the **"Tap to Assign Device"** option under their card. The devices selected will apply the rules set in previous step to those devices and allow you to monitor and manage the person's internet usage.
7. Once all devices have been selected and you tap Done, you will be prompted to assign a primary device, which is used to determine if they are home.
8. Tap **DONE** once a primary device is chosen.



View the video  
to learn how to  
add people





## CONFIGURING PARENTAL CONTROLS

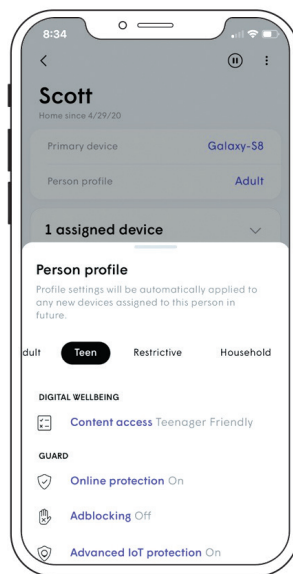
Parental controls allow you to set content access rights for each profile or at the device level. You can also block or approve websites.

1. Touch the **PEOPLE** button at the bottom of the home screen.
2. Select the profile you would like to manage.
3. Tap a Person profile.
4. Select Content Access preference.  
**NO LIMITS** – set by default  
**KID APPROPRIATE** – G rated content  
**TEENAGER FRIENDLY** – PG-13 content  
**NO ADULT CONTENT** – blocks sensitive content only appropriate for adults



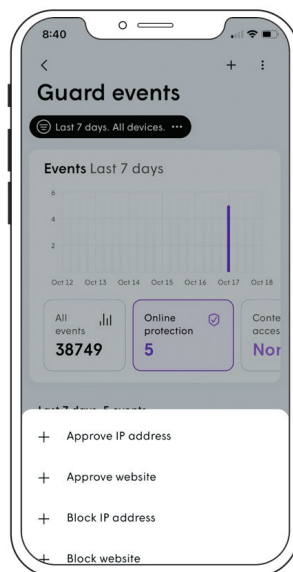
### TIP: TIME OUT

Give a “time out” to any device. Select “Time Out” from the Home screen and choose the device. The Time Out can be set for 10 minute intervals.



## APPROVING OR BLOCKING A WEBSITE

1. From the Home page, tap **ONLINE PROTECTION** under **GUARD**.
2. Select the (+) sign at the top and select **Approve website** or **Block website**.
3. Enter the desired website, select who it is approved or blocked for, and tap **ADD**.



View the video to learn how to set up Parental Controls and Time Out

## SETTING UP HOME, GUEST, AND INTERNET ONLY ACCESS

The HomePass app allows you to customize everyone's level of access to your network.

### LEVELS OF ACCESS

**HOME** - Full Access to internet and devices on your network

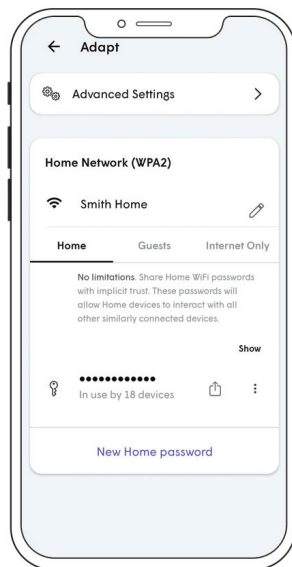
**GUESTS** - Temporary or limited access to your network

**INTERNET ONLY** - Internet access only

### HOW TO SHARE YOUR WI-FI PASSWORDS

From the Home screen, touch the gear icon next to **ADAPT**. Then click on Home, Guest, or Internet only to access that zone's settings page.

- Next to the password you want to share, tap on the share icon.
- Choose the method you want to use to share the password (SMS, email, Airdrop) and send it.
- The recipient will receive a link. Clicking on it will take them to a web page from which they can copy the Network name and the password.



View the video to learn how to set up Guest Wi-Fi



View the video to learn how to enable Guard features



View the video to learn more about Trend Micro



## INTERNET SECURITY

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.

### GUARD - SETTING UP SECURITY FEATURES

Advanced security allows real-time protection against cyberthreats. Plus, you can control which security features are enabled.

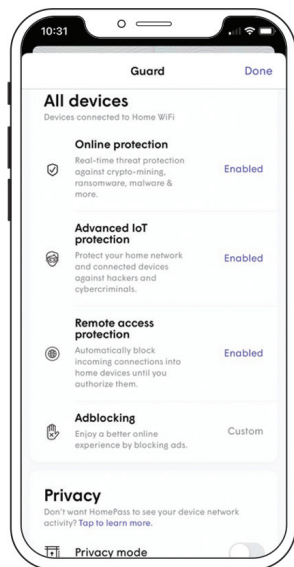
1. From the Home screen, touch the MENU button.
2. Touch the GUARD® icon.
3. Enable the security features you want.

**ONLINE PROTECTION** - activates real-time protection against ransomware, malware, and more.

**ADVANCED IOT PROTECTION** - protects your network and connected devices against hackers and cyber criminals.

**AD BLOCKING** - blocks loading of web and video ads

View security events from the Home Screen.



### CREATING SECURE PASSWORDS

Your password is an important tool for keeping your information safe.

- Make it long—a password should be at least 8 characters long.
- Combine letters, numbers, and symbols. The more variety of characters in your password, the harder it is to guess.
- Use words and phrases that are easy for you to remember, but difficult for others to guess
- Write it down and keep the paper in a secure place.
- Avoid sequences and repeated characters, such as "12345678".
- Avoid using your username, any part of your name, birthday, social security number, or similar information for your loved ones.
- Avoid dictionary words in any language.
- Don't use the same password everywhere.

### PROTECTING YOUR COMPUTER

Every computer needs a good security suite! Armstrong provides its customers with **TREND MICRO** for **FREE**.



➔ For details, visit [ArmstrongOneWire.com](http://ArmstrongOneWire.com) and click TREND MICRO in the Premium Services menu. TREND MICRO includes Anti-Virus, Anti-Spy, Parental Controls, and more!



## UNDERSTANDING AND USING MOTION DETECTION FEATURES

HomePass™ Sense uses SuperPods and the Wi-Fi connected devices in your home to detect disturbances in the Wi-Fi signal between pods or between a pod and motion-capable device. These disturbances in the signal are translated into motion events, which you can use to stay aware of activity in your home. When enabled, you can receive alerts when your child comes home from school or a spouse leaves for/returns from work. You can receive alerts if there's unexpected motion in the home while you're away (i.e. a break-in).

**LIVE VIEW** – Take a look inside your network to see where the motion is currently happening.

**MOTION HISTORY** – Look at Today or the last 7 days of the history of motion in your home.

**SENSE SETTINGS** – Plume® Sense settings can be accessed by tapping the gear icon next to Sense on the Home Screen. Settings include motion sensitivity, pet mode, motion alert frequency, and where motion detection is tracked in your home.

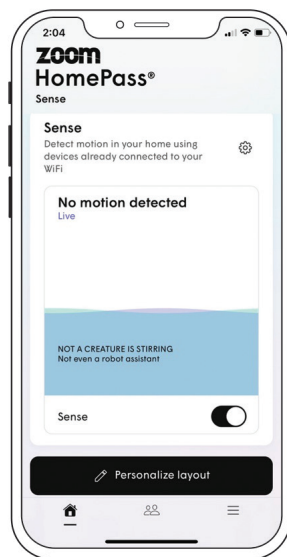
### HOW TO ENABLE

- Tap the **SENSE** button on the home screen of your HomePass app. Then, turn "Motion Detection" on to start initializing.
- After initialization, the system will enter a passive state to learn the baseline of your home. It will detect motion between SuperPods, and begin enabling devices as sensors 10 minutes later.

### ASSIGNING A PRIMARY DEVICE

Each member of the household can have a primary device assigned to their profile. This device will be used to determine when you are at home or away based on when the device connects or disconnects from the network.

See "Adding or Removing a Person" to learn more.



### TIP: SMART ACTIVATION

To automatically activate Plume® Sense alerts as people leave and return, enable "Smart Activation" under Sense settings.



View the video to learn how to set up Sense features



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

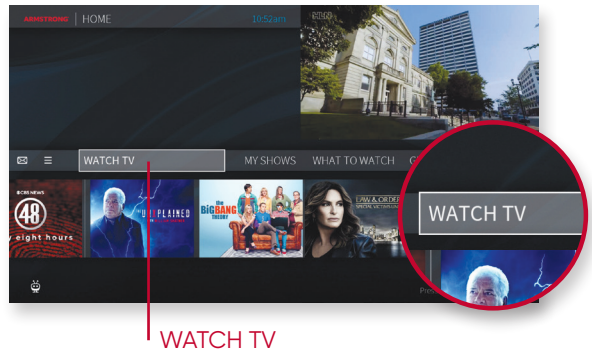
**STREAMING DEVICE** Your EXP streaming device receives TV over a wired or wireless connection to your home network. You'll receive all of your channels, as well as access to streaming providers, over that one connection.

**STREAMING** When you watch shows from apps like Netflix® or Amazon Prime Video®, or from EXP On Demand, 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.



## 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, On Demand shows, 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

**ON DEMAND** Takes you to the EXP On Demand menu. On Demand allows you to view TV shows and movies when you are ready to sit down and enjoy them. TV shows and movies from networks you subscribe to are available to view for free. There are also movies available to rent and view directly in your living room, even some while they are still in theaters!

**SEARCH** Searches by title, actor name, or keyword – across TV, video on demand, and streaming apps

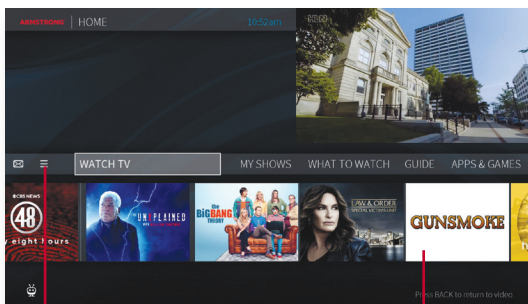


Scan to visit the  
EXP Stream  
support page

## 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

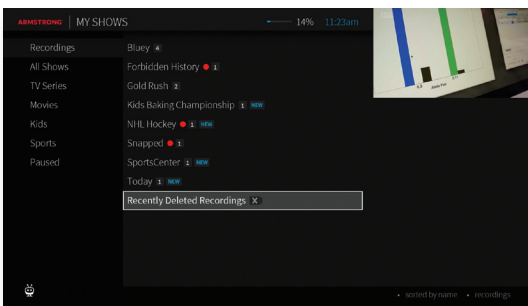
The Smart Bar predicts shows to watch based on what your household usually watches.

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

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

 Partial recording (recording was interrupted)

 Show is currently being recorded

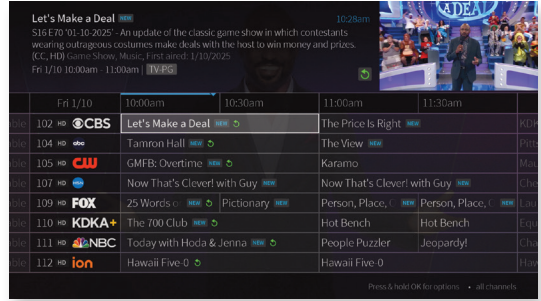


# FINDING THINGS TO WATCH

## 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

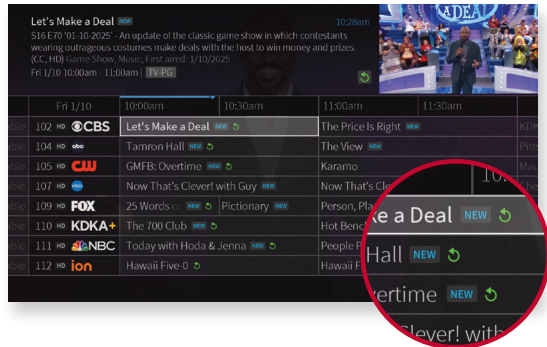
## START OVER

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.

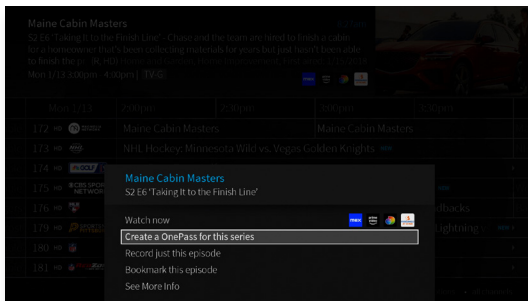



Scan to visit the EXP Stream support page

## ONEPASS™ – YOUR TICKET TO ENDLESS ENTERTAINMENT

OnePass gathers every episode of a series available on TV, On Demand, and streaming, 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.



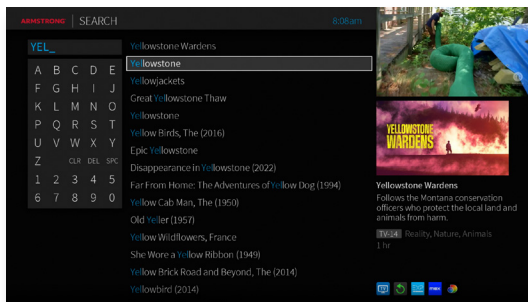
 **TIP:** OnePass works best when your video app list is up to date. Visit Menu > Settings > User Preferences > My Video Providers to edit the list of apps your OnePass will display episodes from.


**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 and movies, streaming videos, and EXP On Demand—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.



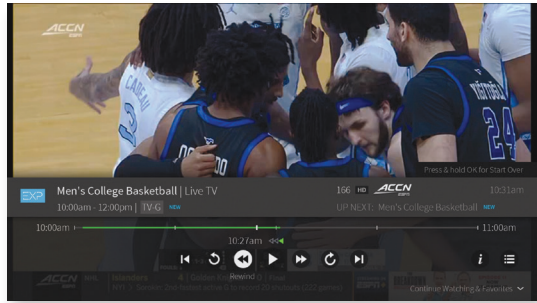


## LIVE TV

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, Catch Up show, or video on demand)

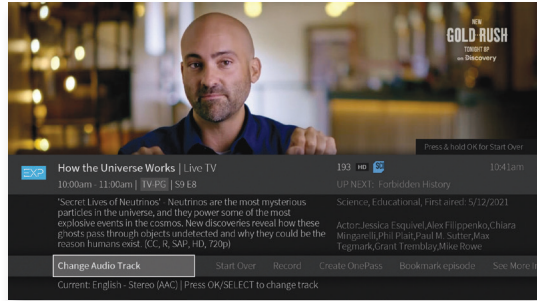


## INFO BANNER

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\*.

- Watch EXP On Demand movies and shows from anywhere
- 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.**

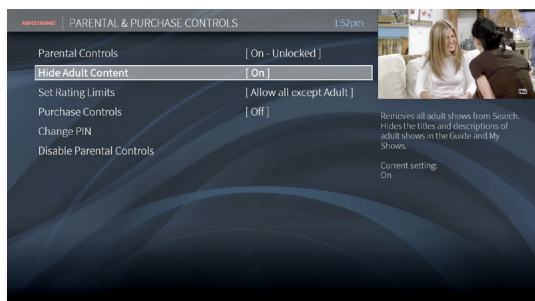
**DOWNLOAD THE FREE EXP APP FROM  
THE APP STORE OR GOOGLE PLAY**





## 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 <b>*77</b> to activate, <b>*87</b> to deactivate
Call Blocking	Callers included on this list are blocked but hear a message that you are not currently accepting calls	Dial <b>*60</b> and follow the prompts
Call Forwarding	Send your incoming calls to another telephone number	Press <b>*72</b> , after tone, enter number to forward calls to; to cancel <b>*73</b>
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 <b>*67</b> then your number; to unblock press <b>*82</b> then your number
Call Trace	Logs a telephone number to provide to authorities by subpoena	Press <b>*57</b> 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 <b>*78</b> to activate, <b>*79</b> 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 <b>*66</b> to activate, <b>*86</b> to cancel
Return Call	Automatically redial the last incoming call, when available	Press <b>*69</b> to activate, <b>*89</b> 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 <b>*77</b> . 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 <b>8</b> . To resume message play, press <b>8</b> . The system will play the next message in sequence or return to the last menu
Replying to Messages	After listening to a message, press <b>4</b> . Follow the instructions to compose and send your reply
Forwarding Messages	After listening to a message, press <b>6</b> . Follow the instructions to address and forward the message
Deleting Messages	After listening to a message, press <b>3</b> . The message will be deleted when you hang up
Getting Envelope Information	After listening to a message, press <b>66</b>
Saving Messages	After listening to a message, press <b>2</b>
Skip Forward to Next Message	After listening to a message, press <b>#</b> for the next message. Press <b>99</b> 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](http://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.

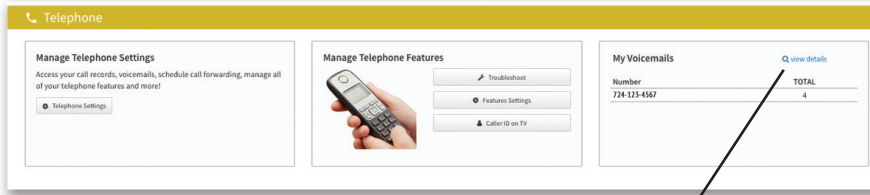
Press **6** to review deleted messages.



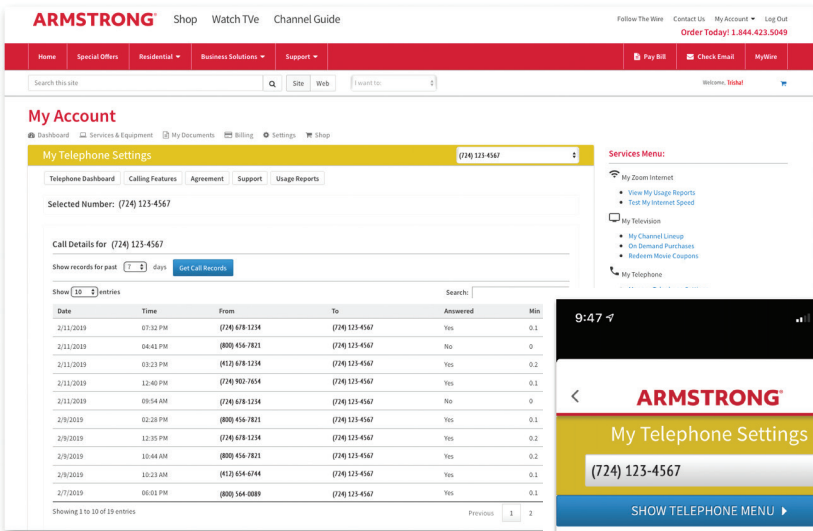


## OTHER WAYS TO ACCESS YOUR TELEPHONE

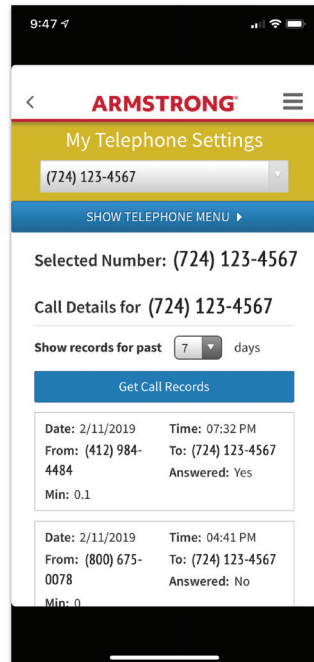
Manage your features and listen to voice mail by logging into your account on **ArmstrongOneWire.com** or on the Armstrong app!



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](http://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.

The screenshot displays the ARMSTRONG My Account Management Dashboard. At the top, there is a navigation bar with the ARMSTRONG logo and links for Home, Services & Equipment, Billing, User Settings, Order Accessories, and Phone Settings. Below this is a dark header with 'My Account' and the user's email address 'jdoe@zoominternet.net'. The main content area is divided into three columns: 'My Bill' (showing a due date of Nov 30, 2024 and a current amount of \$256.69), 'Service Overview' (showing customer name JOHN DOE, account number 0123456789, and modem status Online), and 'Quick Links' (listing options like Upgrade your services, Transfer your services, Download the Armstrong mobile app!, View My Documents, Download Trend Micro Anti-Virus for Free, Setup My Armstrong E-mail, and View My Channel Lineup). Below the main content is a section for 'Enhanced Wi-Fi' with the headline 'The next generation of Wi-Fi is here.' and four small images illustrating features: Easy installation, Whole-home coverage, Security evolved, and You're in control.

## 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 [ArmstrongOneWire.com](http://ArmstrongOneWire.com)



Call or chat online with an agent



Use our free app

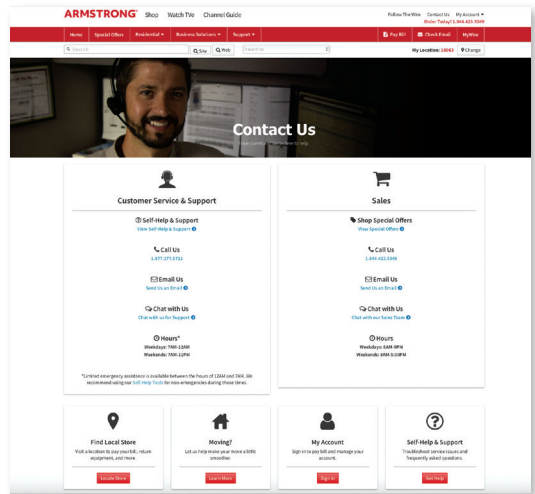


Visit your local Armstrong store

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](mailto:info@ZoomInternet.net)

[OneWire.help](http://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



# ADDITIONAL HELPFUL INFORMATION

## 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](http://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 \_\_\_\_\_

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Armstrong is proud to be ranked #1 in Internet Service Satisfaction by Cablefax magazine, a nationally recognized trade publication. 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](http://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 more than 70 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 such as Guardian Protection Services; 4Front Solutions; Armstrong Comfort Solutions; Armstrong Development Properties, and the Ziegenfelder Company, 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.

In addition, Armstrong's keystone community projects are:



**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. Since its inception in 2010, 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, aimed at 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. To date, Armstrong has helped raise over \$350,000 and sponsor 14 service dogs to members of our community, helping recipients regain their self-confidence and independence.



**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

V1 03.2025