



GVTC[®]
COMMUNICATIONS

TV Caller ID

Customers who currently subscribe to GVTC digital cable TV and GVTC telephone service with Caller ID Name & Number will receive GVTC TV Caller ID free.

To Initially Activate TV Caller ID

To initially activate the TV Caller ID service simply tune to **Channel 998**, the GVTC TV Caller ID dedicated channel, and your system will automatically recognize and activate the feature.

Disabling and Enabling the TV Caller ID Service

To disable or enable your TV Caller ID service:

- 1) Tune in to **Channel 998**, the TV Caller ID Channel. The TV Caller ID Guide window will appear:



- 2) Move the selection bar to **Settings** and press the **Select** key on the remote control. The Settings window will appear.
- 3) Move the selection bar to **Caller ID Settings** and press **Select**. The CID Settings window will appear.
Note! The control for turning Caller ID on or off is a toggle: only one command is displayed at a time. If Caller ID is currently on, the CID Settings window displays the **Turn Caller ID Off** command and related commands. If Caller ID is currently turned off, the CID Settings window displays the **Turn Caller ID On** command and related commands. Note call log data is only collected when Caller ID is enabled.

Receiving and Clearing a Caller ID Notification

When a telephone call comes in on your line, a pop-up banner appears on your television screen. A typical message looks like this:



Note that:

- The first line identifies the telephone number from which the call is being made. If Caller ID cannot identify the number, or if the caller has blocked Caller ID, the text on this line varies accordingly.
- When the caller's name is unknown, the second line says "Unknown".
- To disable Caller ID pop-ups, press **B**. You will have to turn the alerts back on in order to receive Caller ID pop-ups after you do this.
- To remove the notification from the screen, press **C**.

Setting the Duration of the Caller ID Display

You can choose how long you want the Caller ID to remain displayed on your TV. If you do not close a Caller ID banner manually, the banner closes automatically after 15 seconds. To configure this time limit:

- 1) Tune in to **Channel 998**, the TV Caller ID Channel. The TV Caller ID Guide window will appear.
- 2) Move the selection bar to **Settings** using the navigation buttons and press **Select**. The Settings window will appear.
- 3) Move the selection bar to **Caller ID Settings** and press **Select**. The CID Settings window will appear.
- 4) Move the selection bar to **Set Caller ID Display Duration** and press **Select**. The CID Display Duration window will appear. It lists durations in seconds. **Auto Setting** is the default server setting of 15 seconds.

- 5) Move the selection bar to the duration you prefer and press **Select**.
- 6) To exit, press **Exit** or change to the programming you want to watch.

Using the Call Log

The Call Log lists all calls that have come in on the telephone lines for which you have subscribed to the Caller ID service. You can view or delete call log entries, and you can save a caller's phone number to your network address book.

Viewing Call Log Entries

To view the entries in your call log:

- 1) Tune in to **Channel 998**, the TV Caller ID Channel. The TV Caller ID Guide window will appear.
- 2) **Incoming Calls** is selected by default. Press **Select**. The Call Log window appears.
 - If the Call Log is empty, it displays a message stating **No messages**.
 - If your Call Log service has been disabled, the Call Log displays a message stating **Your Call Log Service is Disabled**.
 - If the Call Log contains one or more entries, new entries (calls that have occurred since the last time you viewed the log) are marked with an asterisk (*). The following figure shows a typical Call Log.



The screenshot shows a blue screen titled "Missed Calls for: All Phones" with the GVTC logo in the top right corner. A list of missed calls is displayed, with the first entry highlighted by a red box. The list includes the following information for each call:

Call ID	Number	Name	Date	Time
*	(830) 887-7100	GVTC	OCT 31	01:30PM
*	(210) 288-0046	ADAMS CHARL	OCT 31	12:04PM
*	(830) 660-2479	GVTC N 106	OCT 31	11:23PM
*	(830) 385-2169	Unavailable	OCT 30	04:34PM
*	(210) 889-1083	Unavailable	OCT 30	04:03PM

Deleting Entries and Saving Contact Information

To delete entries from the Call Log:

- 1) Display the Call Log as described in the previous procedure.
- 2) To delete one or more entries, do one of the following:
 - Delete one entry — Move the selection bar to the entry and press **B** on your remote.
 - Delete all entries — Press **A** on your remote.

To save a contact to your personal address book, move the selection bar to the appropriate entry and press **Select** on your remote.

Mapping Your Services

TV Caller ID permits you to choose which types of notifications you want each television in your home to receive. This is called mapping your services. To do this:

- 1) Tune in to **Channel 998**, the TV Caller ID Channel. The TV Caller ID Guide window will appear.
- 2) Move the selection bar to **Settings** and press **Select**. The Settings window will appear.
- 3) Move the selection bar to **Map Services** and press **Select**.
- 4) Choose one of the following:
 - **Configuration for All Phone Numbers** — Configure all phone numbers simultaneously. All phone lines will be configured identically.
 - **Configuration Per Phone Number** — Configure each phone number individually. Move the selection bar to each option and press **Select** to turn each service on or off.

If you should ever receive an error message when attempting to use the TV Caller ID feature, or if you have questions, please contact GVTC for assistance.

TV Caller ID availability is limited to a maximum of 5 digital boxes connected to 5 televisions. A maximum of 2 phone lines may be programmed to each box. TV Caller ID information will not be recorded on DVR recordings. Only available to subscribers of GVTC digital cable TV and GVTC telephone service with either Caller ID name and number or a GVTC Choice package.