



Premium Digital Voice Solution

User Guide








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How to Log into Account Portal System

You can login to your Account Portal and configure all the features that VoIP has to offer by doing the following:

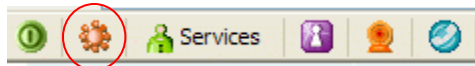
1. Open your web browser and point it to <http://portal.singlepipecom.com>
2. Username is your email address used when registering for service
3. Password sent to you in confirmation Login Information (6 digits)
4. DO NOT check the box next to save password
5. Click Login

How to Change your Account Portal Password

1. You will be prompted to change the password. Your new password must be 4-12 nonblank characters and contain at least one number.
2. Enter old password, enter new password, confirm new password, and click submit

How to Download Tool bar

1. Go to the DOWNLOAD button and click on Tool bar. Unzip the attached file and double click the executable file inside
2. Close all open Outlook and Internet Explorer Windows
3. Accept all default values by clicking next and ok
4. When the install has finished, open up Internet Explorer and you should see the toolbar loaded at the top
5. You can adjust the toolbar location by right clicking anywhere in the internet explorer gray toolbar area, and unchecking "lock the toolbars"
6. Next add your username and password to the options window by clicking on the second button to the left shown below



7. When you click on the options button, click on accounts to enter in your credentials
8. Your username and password are the same as your Account Portal username and password

How to Access Voice Mail

To Access VM and change greetings:

From your own phone, dial your phone number, or extension
Password is 0000 (you can change later)
Record your No Answer and Busy Greeting

Play Messages Menu

- # Save message
- 7 Delete message
- 2 Play or repeat message; skip envelope

While playing messages:

- 1 Skip backward 3 seconds
- 2 Pause playback
- 3 Skip forward 3 seconds
- 4 Skip to beginning of message
- 6 Skip to end of message
- 4 Return to previous message
- 5 Play message envelope
- 6 Move to next message
- 8 Initiate call to sender
- 9 Hear additional options
- * Return to Voice Messaging Main Menu
- # Repeat menu

Voicemail Main Menu

- 1 Access Voice Messaging †
- 3 Record Personalized Name
- 4 Change Call Forwarding Options †
- 6 Make Calls †
- 8 Change Passcode
- 9 Exit
- # Repeat Main Menu

FEATURES

1. On the Home page you will see the Features Configuration button where you can choose the features like Call Forward, Simultaneous Ring, etc.
2. Below is a list of our top features and the instructions for configuring.

ANONYMOUS CALL REJECTION
REMOTE OFFICE
CALL WAITING
SEQUENTIAL RING
CALL FORWARD ALWAYS
SIMULTANEOUS RING PERSONAL
CALL FORWARD SELECTIVE
SPEED DIAL
DO NOT DISTURB
THREE WAY CALLING
VOICE MANAGEMENT

FEATURES & HOW TO CONFIGURE

Anonymous Call Rejection

Use this feature to prevent or allow calls, from callers who have blocked their phone numbers from being identified.

Blocked callers hear a message notifying them that their calls are being rejected.

You can activate this service at any time and is configured from your Account Portal

Steps	Details
Turn Anonymous Call Rejection on or off.	Click "On" or "Off." When on, Anonymous Call Rejection prevents calls from callers who have chosen to block the identification of their phone numbers. These callers hear an automated message that their call is being denied because of the block. The default for this service is "Off."
Save your changes.	Click Apply or OK . Apply saves your changes. OK saves your changes and displays the previous page. Click Cancel to exit without saving.

Call Forwarding Always

Use this feature to activate and edit the options for the Call Forwarding Always (CFA) service. You can turn this service on or off, or edit the options, at any time.

The Call Forwarding Always service allows you to redirect your incoming phone calls to another number, such as a mobile phone or administrative assistant. Variations of Call Forwarding exist, such as Call Forwarding No Answer and Call Forwarding Busy. Unlike those services, Call Forwarding Always redirects all of your calls, not just those received when you do not answer or are talking on your phone.

From Your Voicemail

Call Forwarding Always can also be activated or options can be changed using your voicemail. To do this, on your telephone dial * followed by the two-digit feature access code * that has been assigned for this service. You can activate this service by dialing star (*) and the assigned two-digit code, followed by the phone number to which your calls are redirected.

Your calls remain forwarded until you dial the deactivation code.

From Your Account Portal

Call Forwarding Always can also be activated or options can be changed using your Account Portal.

Steps	Details
Turn Call Forwarding Always on or off.	Click On or Off . When on, Call Forwarding Always forwards all your incoming calls to the phone number you entered in the <i>Calls Forward to</i> text box.
Confirm or enter the phone number	If the phone number indicated is the number to which you want all of your calls forwarded, no action is necessary. You can enter feature access codes * and speed codes in addition to phone numbers and extensions. To edit or delete a phone number click and drag your mouse pointer over the information in the text box. The information highlights. Press the DELETE key on your keyboard to empty the text box of its contents, or simply begin typing to enter new information. Type the new phone number in a valid format (no dashes, parentheses, or spaces are necessary). To forward to a long distance number, it must be preceded by a "+" and a country code. If you type an invalid phone number, you are prompted to retype it. This is required information, when the service is on.
Select whether to play a ring reminder.	The <i>Play Ring Reminder when a call is forwarded</i> check box causes the service to play a short ring burst at your office phone when a call is forwarded if checked. No ring reminder is played if not checked.
Save your changes.	Click Apply or OK . Apply saves your changes. OK saves your changes and displays the previous page. To exit without saving, select another page or click Cancel to display the previous page.

Call Forwarding Selective

Use Call Forwarding Selective to forward an incoming call from one or more callers of your choice to a default phone number or to another number of your choice at the times you specify. Use this service to forward calls from your manager, a family member, or an important customer to your cell phone, alternate business phone address, or home phone.

The criteria for each Call Forwarding Selective entry can be a list of up to 12 caller phone numbers or digit patterns and a specified time schedule during which the service is active. All criteria for an entry must be satisfied for the call to be forwarded (phone number and day of week and time of day).

You must designate one phone number as the default forwarding number. All specified calls are forwarded to the default unless you add criteria for numbers to be forwarded to another number of your choice. If the call is not forwarded, the call continues as if this service was not turned on.

Use this page to configure the Call Forwarding Selective service as follows:

- Set the default forwarding number.
- Set the ring reminder.
- Select pages from which you can add, modify, or delete callers and associated criteria who you want directed to the Call Forwarding Selective service.
- View and activate or deactivate your Call Forwarding Selective callers and their criteria.

Steps	Details
Set the default forwarding number.	In the Calls Forward to on Default: text box, type in the default number you wish to have your calls forwarded to. You can also enter feature access codes and speed codes in addition to phone numbers and extensions. This is required information. Then select OK to save the number. The screen refreshes.
Set the ring reminder.	Check the <i>Play Ring Reminder when a call is forwarded</i> check box. The service plays a ring reminder when it forwards a call. No ring reminder is played if not checked. NOTE: A ring reminder is a short ringing burst, 500 milliseconds in duration.
Select pages from which you can add, modify, or delete callers and associated criteria who you want directed to the Call Forwarding Selective service.	<ol style="list-style-type: none"> To add an entry, Select Add. The <i>Call Forwarding Selective Add</i> page is displayed. You use this page to add Call Forwarding Selective entries. To modify or delete an entry, click Edit to the right of the entry. The <i>Call Forwarding Selective Modify</i> page is displayed. You use this page to modify or delete Call Forwarding Selective entries.
View and activate or deactivate your Call Forwarding Selective callers and their criteria.	<ol style="list-style-type: none"> A list of Call Forwarding Selective entries you have added or modified is displayed with a checkbox under Active at the left of each entry. The checkbox is checked by default, making the entry active. Clicking in the checkbox to remove the check deactivates the entry. Clicking on any of the numbers in the list takes you to the <i>Call Forwarding Selective Modify</i> page from which you can view full details of all numbers you specified for this entry.
Save your changes.	<ol style="list-style-type: none"> Click Apply or OK. Apply saves your changes. OK saves your changes and displays the previous page. To exit without saving, select another page or click Cancel to display the previous page.

Task	Steps
Select a profile.	Country code for long distance calls.
Save your changes.	Click Apply or OK. Apply saves your changes. OK saves your changes and displays the previous page.

Call Waiting

Use this feature to turn the Call Waiting service on or off. This service allows you to decide whether phone calls in progress can be interrupted by other calls.

NOTE: This service is not available with all access device types.

Call Waiting can also be de-activated on a per-call basis. To do this, on your telephone dial * followed by the two-digit feature access code that has been assigned for this service.

From Your Account Portal

Call Waiting can also be activated or options can be changed using your account portal.

Steps	Details
Turn Call Waiting on or off.	Click On or Off . When this service is on and you receive a call while taking another, you hear a beep. You can put the first call on hold to answer the incoming call. When this service is turned off, the caller hears a busy tone. The default for this service is "On". NOTE: Call Waiting behavior may vary when used in conjunction with other services such as Shared Call Appearance and Call Forwarding Busy.
Save your changes.	Click Apply or OK . Apply saves your changes. OK saves your changes and displays the previous page. To exit without saving, select another page or click Cancel to display the previous page.

Do Not Disturb

Use this feature to prevent your phone from ringing. Callers are sent to Voice Messaging or another specified location, such as a number indicated by the Call Forwarding Busy service.

From Your Voicemail

The Do Not Disturb service can also be activated or options can be changed using your voice portal. To do this, on your telephone dial * followed by the two-digit feature access code that has been assigned for this service. You can activate this service by dialing star (*) and the assigned two-digit code.

From Your Account Portal

Do Not Disturb can also be activated or options can be changed using your account portal.

Steps	Details
Turn the service on or off.	Click On or Off . When on, Do Not Disturb prevents your phone from ringing and callers are given busy treatment (such as being sent to Voice Messaging, if available, or forwarded to the specified number of the Call Forwarding Busy service, if available). The default for this service is "Off."
Select whether to play a ring reminder.	The <i>Play Ring Reminder when a call is blocked</i> check box causes the service to play a short ring burst if checked. No ring reminder is played if not checked. A ring reminder is played if this service blocks a call while this check box is checked. The ring reminder is a short ringing burst, 500 milliseconds in duration.
Save your changes.	Click Apply or OK . Apply saves your changes. OK saves your changes and displays the previous page. To exit without saving, select another page or click Cancel to display the previous page.

Remote Office

Remote Office allows you to use your home phone, your cell phone or even a hotel phone as your business phone. This service also directs all calls coming to your business phone to ring the remote office phone.

Steps	Details
Turn Remote Office on or off.	Click "On" or "Off". When on, the phone number indicated becomes your primary phone, allowing you to dial and receive calls displayed on your web browser. When off, your normal office phone is your primary phone.
Confirm or enter the remote phone number.	Type the phone number of the phone to act as your office phone.
Save your changes.	Click Apply or OK . Apply saves your changes. OK saves your changes and displays the previous page. To exit without saving, select another page or click Cancel to display the previous page.

Sequential Ring

Use Sequential Ring as a "Find me" service to send calls with a set of criteria you define to your base location or other phone number you choose. Use this service to send calls from your manager, a family member, or an important customer to your cell phone, alternate business phone, or home phone.

NOTE: The criteria for each Sequential Ring entry can be a list of up to 12 caller phone numbers or digit patterns and a specified time schedule during which the service is active. All criteria for an entry must be satisfied for the call to enter Sequential Ring (phone number and day of week and time of day). Otherwise, the call does not activate the service.

If your number is busy, you have the option to continue the sequential search or not. If there is no answer, the service tries up to five other locations in sequence until it receives an answer. The call is then connected as usual to the phone that answers. If none of the numbers in the sequence answer, the caller is directed to Voice Mail or to another no-answer service.

The caller has the option to terminate the Sequential Ring service by pushing the # key. (The caller hears a comfort message every 20 seconds during the ring sequence and is informed of the # key function.) The call is then immediately forwarded to Voice Mail or other no-answer service.

Several services take precedence over the Sequential Ring service. Some of these services are:

- Call Forward Always
- Call Forward Selective
- Selective Call Acceptance
- Selective Call Rejection

If you have activated any of the above services, the call continues as if the Sequential Ring service was not turned on. Conversely, the Sequential Ring service takes precedence over the following services, among others:

- Call Forward Busy
- Call Forward No-answer
- Voice Mail

These services will not start until the Sequential Ring service has executed.

NOTE: The number of rings set for the base location is shared with other no-answer services such as Voice Mail and Call Forward No-answer. Changing the number of rings in any one of these services will affect the other no-answer services as well.

Use this page to configure the Sequential Ring service as follows:

- Ring the base location or not.
- Set the number of rings for the base location.
- Continue the search process or not if the base location is busy.
- Allow the caller to terminate the call sequence or not.
- Enter one to five locations (phone numbers) with an associated number of rings that establish the ring sequence to which calls that activate Sequential Ring are directed.
- Select pages from which you can add, modify, or delete entries that activate Sequential Ring service.
- View and activate or deactivate your entries.

Steps	Details
Set the service to ring the base location or not.	Click in the check box to the left of Use Base Location First. A check in the box indicates that the service will ring the base location.
Set the number of rings for the base location.	Select one of the values from none to 6 for Number of Rings for Base Location.
Continue the search process or not if the base location is busy.	Click in the check box to the left of Continue the search process if the base location is busy. A check in the box indicates that the service will continue to search.
Allow the caller to terminate the call sequence or not.	Click in the check box to the left of Enable caller to skip search process. A check in the box indicates that the caller can end the sequential ring service.
Enter one to five locations (phone numbers) with an associated number of rings that establish the ring sequence to which calls that activate Sequential Ring are directed.	In the text boxes below Phone Number, enter up to five phone numbers to which you want sequential ring callers to be directed, in the order in which you want the phone numbers to be rung. You can also enter feature access codes and speed codes in addition to phone numbers and extensions. A FAC could also be used as a prefix to a speed code. For each phone number, select a value for Number of Rings, from "2" to "6".
Select pages from which you can add, modify, or delete entries that activate Sequential Ring service.	To add an entry, Select Add. The Sequential Ring Add page is displayed. You use this page to add Sequential Ring entries. To modify or delete an entry, click Edit to the right of the entry. The Sequential Ring Modify page is displayed. You use this page to modify or delete Sequential Ring entries.
View and activate or deactivate your entries.	A list of existing Sequential Ring entries is displayed with a checkbox under Active at the left of each entry. The checkbox is checked by default, making the entry active. Clicking in the checkbox to remove the check deactivates the entry. Clicking on any of the information in an entry takes you to the Sequential Ring Modify page from which you can view full details of all information you specified for this entry.
Save your changes.	Click Apply or OK. Apply saves your changes.

Simultaneous Ring

Use this feature to have incoming calls ring at your phone number (or extension) and ring other phone numbers at the same time. You can enter up to 10 other phone numbers (or extensions). The calls ring at all of the numbers on your list for this service, as long as the lines are not busy. The call is answered by the user at the number who picks up the call first.

You can enter any complete phone number or extension that is allowed in your Outgoing Plan. You cannot modify a phone number on the list. It must be deleted and added again.

If you enter a mobile phone number that has voice mail service, you must set the number of rings (before the voice mail service answers) for more than three rings. Some mobile phones have slower location and connection services, which may delay the simultaneous ringing of the mobile phone before the voice mail service answers.

The operation of this service can be affected by other services, such as Call Forwarding Always, Call Forwarding Busy, Call Forwarding No Answer, Call Forwarding Selective, and Voice Messaging.

Using this page, you can:

- Turn Simultaneous Ring on or off
- Add a phone number to your Simultaneous Ring list
- Delete a phone number from your Simultaneous Ring list

Task	Steps
To turn the service on or off:	<p>Click On or Off. When on, Simultaneous Ring allows you to have calls to your phone number or extension also ring at other phone numbers or extensions. The default for this service is "Off."</p> <p>If you clicked On in step 1 and you do not want numbers entered for this service to ring if you are on another phone call, click Don't ring my Simultaneous Ring phone numbers if I'm already on a call. This is the default for this service. If you want numbers entered for this service to ring under any circumstance, click Ring all my Simultaneous Ring phone numbers for all incoming calls. The second call can be answered at another phone or using call waiting on the in-use phone.</p> <p>Save your changes. Click Apply or OK. Apply saves your changes. OK saves your changes and displays the previous page.</p> <p>To exit without saving, select another page or click Cancel to display the previous page</p>
To add a phone number	<p>Type the phone number in the Phone Number text box. Type an extension or a complete phone number, for example, including a country code for a long-distance number. Do not include the number for which this service is assigned. You can also enter feature access codes and speed codes in addition to phone numbers and extensions. A FAC can also be used as a prefix to a speed code.</p> <p>Click Add. The phone number is added to your Simultaneous Ring list.</p> <p>Save your changes. Click Apply or OK. Apply saves your changes. OK saves your changes and displays the previous page.</p> <p>To exit without saving, select another page or click Cancel to display the previous page.</p>
To delete a phone number:	<p>Click the Delete box next to the phone number to be deleted. Click Delete. The entry is deleted.</p> <p>WARNING: This action cannot be undone. Once you click Delete, the entry is permanently deleted.</p>

Speed Dial

Use this feature to program numbers for Speed Dial 8. This service allows you to associate single digit codes to frequently dialed or hard to remember phone numbers. You can dial a speed dial code instead of the full number to place calls. To use speed dial from the phone, you should dial the speed dial code number, then #. For example, to call the number associated with Speed Dial Code 6, the user should dial 6#.

Speed Dial 8 can also be programmed through a Feature Access Code. For example, *74 3 9222 programs Speed Dial Code 3 to dial 9222.

Steps	Details
Enter a phone number.	Type a complete phone number, including a country code if necessary for dialing on your system.
Enter a name.	Type a name or description for the speed dial code. This name does not affect the operation of the speed dial code. It is just a convenience to help remember why the speed dial code was programmed. If a speed dial code is programmed through the Feature Access Code, then the Name text box is blank.
Save your changes.	Click Apply or OK . Apply saves your changes. OK saves your changes and displays the previous page. To exit without saving, select another page or click Cancel to display the previous page.

Three Way Call

Use this page to view the Three Way Call service information. When this service is assigned, you can place a three-way call using the flash-based services.

Voice Management

Voice Management allows you to specify how to handle your voice messages. Use Unified messaging if you want to use your phone to retrieve voice messages. You can also just choose to send the message to your e-mail and not use the phone for voice messaging.

Steps	Details
Turn your Voice Messaging service on or off.	Click "On" or "Off".
Indicate how you want to use the voice messaging service in the When a voice message arrives... area.	<ul style="list-style-type: none">• If you want to retrieve voice messages using your phone and your e-mail account, select Use unified messaging.• When using unified messaging, you can check the Use Phone Message Waiting Indicator box. This option provides a stuttered dial tone (and blinking light on some phones) to inform you when you have messages waiting.• If you always listen to your voice messages using your e-mail account and do not use the phone retrieval option, select Forward it to this e-mail address: and provide the e-mail address where you want your voice messages to be sent.

<p>Indicate whether you want to be notified by e-mail of new messages.</p>	<p>If a check mark appears in the Notify me by e-mail of the new voice message at this address: box, a short e-mail message informing you about the new caller and date/time of the message is sent. In the text box, type the e-mail address where you want these notifications to be sent.</p>
<p>Indicate if you want a carbon copy of your messages.</p>	<p>If you want a carbon copy of your messages to be sent to another e-mail address, check the E-mail a carbon copy of the voice message to: box, and provide the e-mail address where you want the copy to be sent.</p>
<p>Indicate whether callers have the option to transfer to another number instead of leaving a voice message.</p>	<p>If a check mark appears in the Transfer on '0' to Phone Number: box, callers can press 0 during your outgoing voice message and be transferred to another number, such as a mobile phone or Auto Attendant. If a caller presses 0 while recording a message, the recording is aborted, no message is left and the caller is transferred.</p>
<p>Save your changes.</p>	<p>Click Apply or OK. Apply saves your changes. OK saves your changes and displays the previous page. To exit without saving, select another page or click Cancel to display the previous page.</p>



*** Feature Access Codes**

- *72 Call Forwarding Always Activation
- *73 Call Forwarding Always Deactivation
- *90 Call Forwarding Busy Activation
- *91 Call Forwarding Busy Deactivation
- *92 Call Forwarding No Answer Activation
- *93 Call Forwarding No Answer Deactivation
- *67 Calling Line ID Delivery Blocking per Call
- *65 Calling Line ID Delivery per Call
- *69 Call Return
- *70 Cancel Call Waiting
- *22 Flash Call Hold
- *66 Last Number Redial
- *74 Speed Dial

Voicemail

First Time You Log into Voice Messaging System

To Access your Voicemail

1. Dial your phone number or extension
2. Enter a new pass code at the voicemail prompt
3. Re-enter your pass code at the prompt
4. If pass code has been accepted the vm will tell you it has been changed successfully.
5. Press #

Once in the system you will hear “Welcome to your Voice Messaging System.

If you are not calling from your home phone press the * key.”

To change mailbox busy greeting pres 2

To change your mailbox no answer greeting press 3

To compose and send a new message press 5

To go to CommPilot Voice Portal press the * key

To repeat menu Press # key

Press the * key to go into Voice Main Portal

Voice Portal Main Menu

To access your voice mail box press 1

To change CommPilot Express profile press 2

To record your name press 3

To change your call forwarding options press 4

To make a call press 6

To change Your Passcode press 8

To Exit Voice Portal press 9

To repeat menu press #

To Listen to Voice Mail Messages

1. Enter phone number and passcode
2. Press # to Save message
3. Press 7 to delete voice mail message
4. Press 2 to play or repeat messages
5. To play message envelope press 5
6. To call back the sender of message press 8
7. To hear additional options press 9
8. Press 8 to return Voice Messaging Main Menu
9. Press # Repeat Menu

To Make A call through Voice Mail System

1. Enter phone number, and passcode
2. Press the * key to go to Voice Portal
3. Then Press 6 to make a call. Please enter destination digits-You will get a dial tone
4. Press ## to return to Voice Portal at anytime during call
5. To exit system press 9



Frequently Asked Questions (FAQs)

What is VOIP?

The (Voice Over IP) protocol allows you to make and receive calls through your broadband internet connection using a standard touch tone phone.

You can make a call using VOIP by dialing a number on your phone, as you always have. To receive a call simply pick up your phone like you always have.

Do I need to have my computer turned on when I talk on the phone?

Your computer does not need to be turned on when using SinglePipe's service.

Do the people I call need a computer?

No, they only need a working phone. They will not even be aware that you are using SinglePipe Resi.

Must I speak through computer to use your service?

No, you speak through an ordinary touch-tone telephone connected to a SinglePipe provided adapter. SinglePipe does offer Soft Phone clients for your PC or laptop. A Soft Phone client is software that, once installed and executed, allows you to make calls through your computer using a microphone and speakers.

Does the person I am calling need to have SinglePipe service too?

No. You can call anyone at any phone number using SinglePipe's service.

What types of telephones work with your service?

Virtually any touch tone telephone can be used with SinglePipe's service. Corded and cordless telephones both work well. Chance are you current phone will work perfectly.

Frequently Asked Questions (FAQs)

Can I use my answering machine with SinglePipe?

The SinglePipe service includes free voice mail. So, an answering machine is not necessary.

Can I use a fax machine with SinglePipe's service?

Though SinglePipe customers have experienced high success in placing and receiving fax transmissions, SinglePipe has not yet certified support for fax.

Can I still use the internet while making calls?

Yes. Your computer and SinglePipe services can share the internet connection.

What Is SinglePipe's service compatible with?

It is currently compatible with Windows xp, 2003. It is not compatible with MAC.

Can I use your service with my home alarm system or personal emergency response services company?

You may connect any telephone communication device to your SinglePipe's adaptor. However, SinglePipe recommends that you keep a simple phone line for a home or personal emergency response device. Remember, the SinglePipe service depends upon your broadband internet connection, and electric power. If the connection goes down, or if power is not available, you will not be able to make or receive calls, nor will your alarm system. Please consult with a qualified alarm system technician before connecting your alarm system to a SinglePipe line.

Frequently Asked Questions (FAQs)

How is this different from dialing 911 on a regular land line?

SinglePipe routes your call to your local emergency response center over the traditional 911 network determined by the physical address you supplied when you activated 911. If we do not have the correct address, your call cannot be routed to the corresponding emergency response center for your area. You will also need to state the nature of your emergency promptly and clearly, which may include providing your location and telephone number, as the local emergency response center personnel may not be able to see the information SinglePipe sends along with your call.

In the event traditional 911 methods are unavailable or fail, SinglePipe sends your 911 call to national emergency response center. Trained emergency response agents will then route the call to local authorities.

What are your customer service hours and how do I contact you with questions?

Our customer service hours are 7AM CST to 10 PM CST. Or e-mail question to support@singlepipecom.com.

SINGLEPIPE COMMUNICATIONS
2704 Old Rosebud Rd. Ste. 270
Lexington, Kentucky 40509
859-721-PIPE (7473)
888-721-PIPE
support@singlepipecom.com

