
Call Waiting

Deactivation per call:

*70 + phone number you are calling

Call Display Blocking (on a per call basis)

Dial *67 + phone number you wish to call

All calls in Canada and the continental US:

Dial the 10-digit number (no need to dial "1" first)

International Calling:

For assistance, visit www.goldline.net/cogeco or call Gold Line customer service toll-free 24 hours a day, 7 days a week at 1-866-619-7708.

Emergency Assistance: 911

Cogeco Technical Assistance:

Website: Please visit our website

cogeco.ca/businessphone
to get answers to your questions and troubleshooting tips

E-mail: phone.support@cogeco.com

Phone: 611 (from your Cogeco Digital Phone)

1-866-264-3262

(1-866-COGEFOB)

(toll free from any other phone)

Our technical representatives are available
24 hours a day, 7 days a week.

Troubleshooting

Please refer to the instructions below if you experience any technical difficulties.

No telephone signal/dial tone:

- If you are subscribing to Internet, please confirm that your Internet service is working.
- If you subscribe to one phone line, make sure the phone is plugged into port 1 labelled "TEL1/2" of the multi-function cable modem, and not port 2 labelled "TEL2." If you subscribe to two phone lines, make sure the phone's second line is plugged into port 2 labelled "TEL2."
- If the modem is plugged into a powerbar, make sure the powerbar is turned on. If it is turned off, turn it on and check again for a dial tone.

Phone does not ring:

- Confirm that you have a dial tone.
- Dial *73 to make sure Call Forwarding is disabled.
- If you subscribe to one phone line, make sure the phone is plugged into port 1 labelled "TEL1/2" of the multi-function cable modem, and not port 2 labelled "TEL2." If you subscribe to two phone lines, make sure the phone's second line is plugged into port 2 labelled "TEL2."

If difficulties still persist after completing the above, please contact our Customer Support at 1-866-264-3262 with the following information:

1. Please provide phone numbers that cannot call your business phone number.
2. Please list phone numbers that cannot be called from your business phone or if it is a general problem with all outbound numbers.

Digital Phone Quick Tips

Refer to this card on how to use your new
Cogeco Business Digital Phone Service.



COGECO
Business Solutions

Digital Phone

CBQT-E-0704-02



Business works better with cable

Voice Mail Access

Access From Your Office:

1. Using your keypad enter **22#**
2. Enter your **password**

Access From A Remote Phone:

Option 1

1. Dial your 10-digit **business phone number**
2. Using your keypad press * as soon as you hear your greeting
3. Enter your **password** when prompted

Option 2

1. Dial **1-866-669-8383**
2. Using your keypad enter your 10-digit **business phone number** when prompted
3. Enter your **password** when prompted



Business works better with cable

Voice Mail Hot Keys

Voice Mail Main Menu

- 1** Listen to your messages
- 2** Personal options

Voice Mail Shortcuts While Listening

To A Message

- 1** Rewind
- 2** Pause
- 3** Fast forward
- 4** Repeat the message
- 5** Message date and time information
- 7** Delete the message
- 9** Save the message
- 0** All options
- *** Previous menu
- #** Skip the message

Change number of rings to Voice Mail

Dial **23#** and follow the prompts

Call Forwarding

Activation:

***72** + forwarding phone number

Deactivation:

***73**

Remote Access to Call Forwarding

Dial your remote access number* from any phone other than your Cogeco Phone. When you hear the welcome message, enter your Cogeco phone number and your password, then, simply follow the prompts.

*To find out your remote access number, dial **24#** from your Cogeco Phone.

Please write your remote access number here:

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Three-Way Calling

You can add a third party to your existing call by pressing the **hookswitch** or **Flash** button on your phone (the first caller will be placed on hold). When you hear a dial tone, simply dial the number of the third party. Once the communication is established, press the **hookswitch** or **Flash** button to get everyone in a single conversation.

Call Transfer

To transfer your caller to another number, press the **hookswitch** or **Flash** button on your phone (the caller will be placed on hold). When you hear a dial tone, simply dial the number that you wish to transfer your current caller to. When the third party answers, you can talk privately before transferring the call, or press the **hookswitch** or **Flash** button again, and hang up to complete the transfer.