Welcome to Cogeco Home Phone

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Switch on amazing

Getting started with your Cogeco Home Phone.

Hi there.

We want to thank you for choosing Cogeco as your home phone service provider. We're excited to introduce you to all the convenient features that you can take advantage of with your new phone. We'll take you through some of the most popular features in this guide.

For a complete overview of your services and phone features, you can find a downloadable PDF guide at cogeco.ca/phonefaq

Voicemail Features

Voicemail Features

Voicemail Access:

Access from home:
1. Using your keypad, enter **22#**
2. Enter your password

Access from a remote phone:
1. Dial your 10-digit home phone number
2. When you hear your voicemail greeting, press *****
3. Enter your password when prompted

Voicemail Main Menu Keypad Shortcuts:

(1) Play your messages

(2) Personal options

Change number of rings before Voicemail:

Dial **23#** and follow the prompts

Voicemail Keypad Shortcuts while listening to messages:

(1) Rewind

(2) Pause

(3) Fast forward

(4) Repeat the message

(5) Message date and time information

(7) Delete message

(9) Save message

(0) Hear all options

(*) Go to main menu

(#) Skip message

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Calling Features

Call Forwarding

To activate: ***72** followed by the 10-digit phone number you wish to forward your calls to.
To deactivate: ***73**

Remote Access Number

Find out your remote calling access number by dialling **24#** from your Cogeco Home Phone. You can write it in the box below to keep it on hand.

Remote Access Number:

Remote Access to Call Forwarding

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

Three-way Calling

You can add a third party to any call in progress:

1. Press the Flash button (this will put the first caller on hold).
2. When you hear a dial tone, dial the number of the third party.
3. When you reach the third party, press the Flash button again to continue the conversation with all 3 parties.

Deactivating Call Waiting

To ensure a call does not get interrupted with call waiting, dial ***70** before dialling the number you wish to call. This feature works on a per-call basis.

Call Display Blocking

To block your number from being displayed, dial ***67** before dialling the number you wish to call. This feature works on a per-call basis.

Call Blocking

Dial ***97** to block the number of the most recent call you received. An announcement will confirm if you activated or disabled the option. To remove a number from your call rejection list, dial ***60** and follow the prompt.

Additional Calling Features

Call Screen Features

- (*)(6)(0) Selective call rejection
- (*)(6)(1) Distinctive ringing
- (*)(6)(3) Selective call forwarding
- (*)(6)(4) Selective call acceptance

Call Screen Features Shortcut

- (3) Turn the feature on/off
- (#) Add an entry
- (*) Remove one or more entries
- (0)(8) Remove all list entries
- (0)(9) Remove all anonymous list entries
- (1) Review the entries on your list
- (#)(0)(1)(#) Add the last calling number

Anonymous Call Reject

- (*)(7)(7) Activate
- (*)(8)(7) Deactivate

Do Not Disturb

- (*)(7)(8) Activate
- (*)(7)(9) Deactivate

Long-distance Calling

Calls in Canada, U.S. and Caribbean countries: Dial 1 before the 10-digit number
Direct International Calling: Dial 011 + Country Code + Area Code + Phone Number

Certain conditions apply. Some features require a subscription. To learn what International Calling Plans are available, please visit cogeco.ca/longdistance

Troubleshooting Tips

Troubleshooting Tips

If you're having technical difficulties, please refer to the common fixes below.

No telephone signal/dial tone:

- If you are subscribed to Cogeco UltraFibre Internet, please confirm that your Internet service is working. If your Internet service is also not functioning, please contact Technical Support regarding your account.

- If you subscribe to one phone line, make sure the phone is plugged into port 1 labelled "TEL ½" of the multifunction 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 power bar, make sure the power bar 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 "TEL ½" of the multifunction 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 Technical Support at 1-855-701-4881. Please have the following information on hand for the Support specialist:

1. The phone numbers that cannot call your home number.
2. The numbers that cannot be called from your home phone (or, inform them if it is a general problem with all outbound numbers).

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We're here to help.

For additional tips and troubleshooting,
visit our FAQ page: **cogeco.ca/phonefaq**

If you ever require assistance, one of our Technical Support or Sales
Support specialists is available to help you 24 hours a day, 7 days a week.
Call us at **1-855-701-4881.**

Your phone information

Phone number:	
Voicemail password:	