

Call Screen Features

- *60 For Selective Call Rejection
- *61 For Distinctive Ringing/Call Waiting
- *63 For Selective Call Forwarding
- *64 For Selective Call Acceptance

Call Screen Features Shortcuts:

- 3 To turn the feature on/off
- # To add an entry
- * To remove one or more entries
- 08 To remove all list entries
- 09 To remove all anonymous list entries
- 1 To review the entries on your list
- #01# To add the last calling number

Anonymous Call Reject

To activate, dial *77
and to deactivate it, simply dial *87

Do Not Disturb

Simply dial *78 to turn on
and dial *79 to turn the feature off

Calls in Canada and the U.S.:

Dial "1" before the 10-digit number.

Direct International Calling:

For Caribbean countries, simply dial 1 + Area Code + Phone Number. For other international long distance calls, dial 011 + Country Code + Area Code + Phone Number.

Emergency Assistance: 911

Cogeco Technical Assistance:

Website: Please visit our website
cogeco.ca/phonesupport to get answers to your questions and troubleshooting tips

E-mail: phone.support@cogeco.com

Phone: **611** (from your Cogeco Home Phone)
905-333-5522 (from a non-Cogeco Home Phone in Burlington/Oakville)
1-800-267-9000 (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 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 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 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 our Customer Support at 1-800-267-9000 with the following information:

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

Home Phone Quick Tips

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



Home Phone

Voice Mail Access

Access From Home:

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

Access From A Remote Phone:

Option 1

1. Dial your 10-digit home 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 home phone number when prompted
3. Enter your password when prompted

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

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 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

Call Blocking

To activate, dial *97 after the last 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.



Life's just better with cable

Change number of rings to Voice Mail

Dial 23# and follow the prompts