

# Welcome



 **COGECO**  
Business Solutions



Digital Phone

## Welcome to Cogeco Business Digital Phone Service

Congratulations on choosing Cogeco Business Digital Phone Service.<sup>1</sup> Your decision to subscribe to our digital quality phone service is a smart one. In fact, it will bring immediate benefits to your business.

The benefits start with high call quality. The same digital technology that brings High Speed Internet to your business now lets you enjoy high quality voice calls.

Our Business Phone Service includes unlimited calling to anywhere in Canada and the continental US (excluding Hawaii and Alaska) and the most popular calling features (Voice Mail, Call Display, Call Waiting, Visual Call Waiting, Call Forwarding, Three-Way Calling and Call Transfer).

We know you're going to enjoy this great service from Cogeco, which also provides helpful services such as Operator Services and Directory Assistance. This kit contains all the details you need to get the most out of your service. If you require additional information or have any questions about your new Business Phone service, our helpful customer service representatives will be happy to assist you.

Sincerely,  
Cogeco Team

## In this kit

You will find everything you need to begin using your Cogeco Business Phone, including: what you should know about your new service; how to place calls to anyone in Canada and the continental US; how to make international calls; tips for making the most of the features included with your new service; as well as information on our optional feature; troubleshooting tips; and answers to some common questions you may have. There's also a handy Quick Tips Reference Card designed to give you at-a-glance reminders of your Cogeco Business Phone capabilities.

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## The Cogeco Business Phone Difference

By choosing to get your Business Phone from Cogeco, you have made an important decision about the quality of your connections. Unlike third-party voice over Internet providers, as your chosen cable company we can directly control the quality of your line.

Cogeco's Business Phone service uses Cogeco's own private cable network. This is the same network that delivers High Speed Internet and Cable TV services so you'll never experience any interference with your other services. That way, we can ensure that your conversations are of the highest quality.

### Getting Started with your Cogeco Business Phone

Once the service has been installed by a Cogeco technician, you will be able to begin using your phones in the same places as you did before and just as easily as you did before. You will benefit from an affordable service, which includes all calls in Canada and the continental US as well as the most popular calling features. If you're calling international, Cogeco offers Gold Line's International Calling Prepaid Service to make it easy and affordable.

# Making Calls with Cogeco Business Phone

## Placing Calls in Canada and the continental US

You will never have to dial “1” before a phone number again, simply dial the 10-digit number. All the calls you make, whether to your customers or suppliers in Burlington or San Francisco are included with your Business Phone.

### **Staying connected with your customers at any time**

With Cogeco Business Phone, you can talk as long as needed when dealing with your customers or suppliers. You are free to phone any time you like – to anyone in Canada and the continental US. All your calls will be treated as a local call.

### **Simply dial direct, and stay in touch**

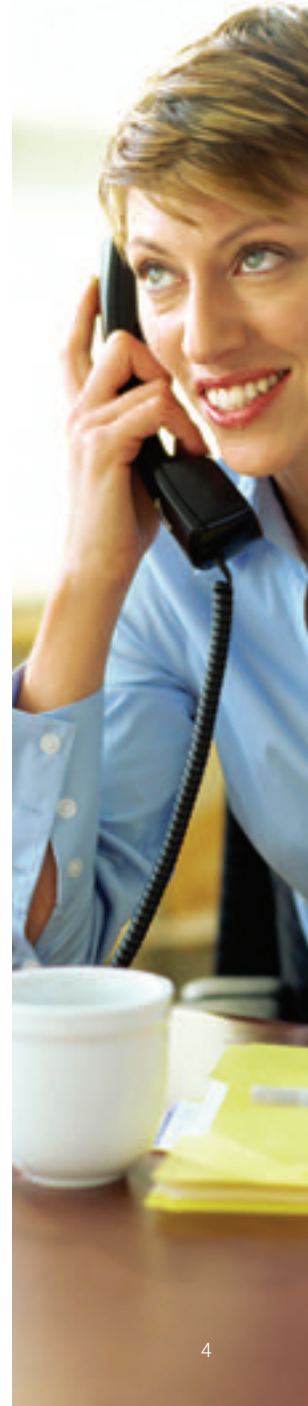
Dial the person or company that you wish to reach directly (just the 10-digit number – no need to dial “1”) within Canada and the continental US. Your call will go through immediately. It really is that easy.

## Placing International Calls

### **Make an international call, wherever you are**

For your international calls, Cogeco has partnered with Gold Line, a premier international prepaid calling provider. Their service allows you to make calls outside Canada and the US from your business phone. You can also use the service to call anywhere in the world, including Canada and the US, from any phone (cell phone, public phone, etc.).

Not only is Gold Line's International Calling Prepaid Service an affordable way to make international calls, it only takes a few simple steps to activate the service, and you can start using it right away. If you have any questions about this service, please refer to the information enclosed in your welcome kit, visit **[www.goldline.net/cogeco](http://www.goldline.net/cogeco)** or call Gold Line's customer service at 1-866-619-7708.



# Cogeco Business Phone Included Features

To help make your life even easier, we've included the most popular calling features with your monthly service. There are no separate fees for setting up or using these features. Simply follow the instructions below to take advantage of these services, and use them as often as you need. You can also refer to the enclosed Quick Tips Reference Card for an easy reminder on how to access the various features.

## Voice Mail

Cogeco Business Phone Voice Mail allows your callers to leave messages following your personalized greeting and prompt, allowing you to stay in touch, when you're out of the office or too busy to pick up the phone. Your Voice Mail will also store your saved messages for up to 21 days.

### Accessing Voice Mail for the first time

To access and initiate your Voice Mail for the first time, enter 22# and proceed as follows:

When you hear the welcome message, enter your temporary password using your keypad (your default password is the last four digits of your business phone number). Then, simply follow the prompts to change your password, your personal options, and customize your Voice Mail service to your preferences.

### Subsequent Access to Voice Mail from your office

To retrieve your messages from your Cogeco Business Phone, dial 22#. Then, using your keypad, enter the password you selected when you initiated your Voice Mail and set your personal options.

You can control how you listen to your messages by fast-forwarding, rewinding, pausing them, etc. (see our Quick Tips Reference Card). You can also find out the date and time your messages were left.

# Cogeco Business Phone Included Features

## Remote Access to Voice Mail

We've created a feature that lets you easily access your Voice Mail even when you're far from the office. This kit includes a reminder card with the number to call for remote access to your Voice Mail.

There are two ways to access your messages remotely:

**Option 1:** Dial your business phone number and press \* when you hear the welcome message. When the system requests you to, with your keypad, enter your password.

**Option 2:** No matter where you happen to be, you can access your Voice Mail remotely by calling 1-866-669-8383. When you hear the welcome message, enter your 10-digit business phone number (voice mailbox number). When the system requests you to, with your keypad, enter your password.

## Voice Mail Hot Keys

### Main Menu

- 1 Listen to your messages
- 2 Personal options

### Voice Mail Shortcuts

- 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

### Personal Options

- 1 Change your greeting
- 2 Change your password
- 3 Record your spoken name
- \* Return to the previous menu

## Change number of rings to Voice Mail

If you want to change the number of rings before your Voice Mail picks up, you simply have to dial 23# and follow the prompts with your keypad. You can choose anywhere between 1 and 9 rings. You can change the number of rings as many times as you want.

# Cogeco Business Phone Included Features

## Call Display

This useful feature lets you see the name and the phone number of the person who's calling before you pick up the phone, or decide to let it go to your Voice Mail. Your phone must support Call Display to take advantage of this feature. The name and number may not be displayed if not provided by the calling party's service provider.

## Call Waiting

A particularly useful feature for busy businesses with lots of calls coming in, Call Waiting allows you to put a current call on hold to take a new incoming call. With Call Waiting, you will never miss an important call and your line is never truly tied up. Call Waiting is automatically enabled when you receive your Cogeco Business Phone. When you are on the phone with someone and a second call comes in, you will hear an audio signal. You can then answer this second incoming call by quickly pressing the hookswitch or Flash button (or the button you press to hang up the phone). The first call will automatically be put on hold. You can switch between those two calls by quickly pressing the hookswitch or Flash button again. If you hang up and there is still somebody on the call, your phone will ring. Any unanswered calls will automatically be forwarded to your Voice Mail.

### To Deactivate Call Waiting

Call Waiting is automatically enabled when you receive your Cogeco Business Phone. Call Waiting can be disabled on a per call basis. To disable Call Waiting, simply enter \*70 + the number you want to dial, and you will not be interrupted by an incoming call while you are in the middle of the call you placed. When Call Waiting is disabled, incoming calls will automatically go straight to your Voice Mail. Call Waiting will be reactivated automatically after you finish your call.

## Visual Call Waiting

This feature enables you to see, on your telephones display, the name and the number of an incoming call when you are already on the phone. It actually blends the benefits of Call Display and Call Waiting and helps you manage your calls at your convenience. Your phone must support Call Display to take advantage of this feature.

# Cogeco Business Phone Included Features

## Call Forwarding

When you are away from the office, you can quickly and easily arrange to have your incoming calls forwarded to another number so you can pick up any urgent call immediately. As for outgoing calls, they will still go through when this feature is turned on. To remind you that the Call Forwarding service is enabled, your business phone will ring briefly if someone tries to reach you but the call will still be forwarded to the programmed number.

### To Activate Call Forwarding

To activate Call Forwarding from your business phone, enter \*72 followed by the 10-digit number you wish to forward your calls to. To cancel Call Forwarding from your business phone, enter \*73.

### Remote Access to Call Forwarding

Remote Access to Call Forwarding allows you to control your Call Forwarding feature from any touch-tone phone other than your Cogeco Business Phone. So even if you're away from your office you can dial in and remotely turn Call Forwarding on or off. You can also change the number you wish to have your calls forwarded to – no matter where you are you can also do so as often as you like. Your calls can be redirected to any number where you can be reached – to your cell phone, to someone answering your calls or even to your Voice Mail.

To forward your calls when you're away from the office, you will need to use a remote access number (assigned 1-800 number) allowing you to call to access your Call Forwarding feature. Just dial your remote access number from any phone other than your Cogeco Business 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 (assigned 1-800 number), dial 24# from your Cogeco Business Phone or visit [cogeco.ca/businessphone](http://cogeco.ca/businessphone) and record this number for future use.

Prior to using Remote Access to Call Forwarding, you must set up your password. From your business phone, dial \*96 and change your password. (Default password is the last 4 digits of your business phone number.)



# Cogeco Business Phone Included Features

## Three-Way Calling

With Three-Way Calling you can talk with two clients or suppliers at the same time, no matter where they are. You can also talk privately to one person until you're ready to conference in your third party. It's the perfect tool when you're making business calls or talking to multiple contacts at the same time.

### How to make a Three-Way Call

When you're already on the phone with someone you can add a third party at any time by pressing the hookswitch or Flash button on your phone and wait for a dial tone (the first caller will be put automatically on hold). Then, simply dial the number of the other person you want to talk to. When the third party answers you can speak privately with them, then press the hookswitch or Flash button to get everyone in a single conversation.

If the third party you're calling doesn't answer or the line is busy, press again on the hookswitch or Flash button to return to the first caller. Please note the Call Waiting feature will not function during a Three-Way Call, however, incoming calls will be redirected to your Voice Mail.

## Call Transfer

When you are on a call and you need to transfer the caller to another number just press the hookswitch or Flash button on your phone and wait for a dial tone (your caller will be automatically put on hold). Then, simply dial the number of the third party you want to transfer your call to. When the third party answers, you can talk to them privately before transferring the call. Press again on the hookswitch or Flash button and hang up to complete the transfer. If the third party you're calling doesn't answer or the line is busy, press again on the hookswitch or Flash button to return to the first caller.

## Call Display Blocking (\*67)

The Call Display Blocking service prevents those you call from viewing your name and telephone number on their call display. Your name and phone number remain unknown to them. This feature is activated on a per call basis, just dial \*67 before each call to remain anonymous.

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The use of Three-Way Calling, Call Forwarding and Call Transfer may be subject to long distance charges for calls not specifically included in your calling package.

# Cogeco Business Phone Included Features

## Call Trace (\*57)

In emergency situations, the Call Trace service gives you the means to stop unwanted calls by tracing the last call received. The service is free of charge and may be used only to protect you from unwanted calls. You must limit its use to serious situations in which you are prepared to file charges, i.e. notify the police and make an official complaint. Once your complaint has been registered, and proof of warrant is received, Cogeco will transmit the telephone number, the date and the time of the call to the police. Just dial \*57 immediately after the undesirable call has been received. Pertinent information will be stored for safekeeping by Cogeco.

## Included Services

### Operator Services (0)

Dial "0" if you need assistance in placing a call and one of our operators will assist you. Operators are available 24 hours a day, 7 days a week. Collect calling and bill-to-third-party calling are not offered since Cogeco's Business Phone includes unlimited calls.

### Directory Assistance (411)

Included in Cogeco's Business Phone offer, Directory Assistance services will help you find a telephone number. Simply dial 411 for any number in Canada or the continental US or if you prefer, you can also get Directory Assistance from several public websites.

### Message Relay Service (711)

711 Relay Service is available 24 hours a day, 7 days a week to people who are hearing-impaired and/or speech impaired. It provides the free assistance of an operator.

Persons who have hearing difficulties may use the Relay Service if they own a tele-printer or ATS and dial 711 or 1-800-855-1155. Clients without hearing problems can contact a Relay Service operator by dialing 1-800-855-0511.

The service is provided at no charge. All calls are free, provided you're calling from within Canada or the continental US.



## Cogeco Business Phone Included Service

### Emergency Access (911)

In emergency situations, when you dial 911, your Cogeco Business Phone connects you directly to 911 Emergency Service for immediate assistance just like your previous phone service.

Cogeco's multifunction cable modem must not be moved or tampered with for as long as you subscribe to Cogeco Business Phone. This is necessary to ensure that 911 calls will be handed off to the Emergency 911 Call Center serving your business, and that the address provided to the Emergency 911 Call Center from which you place the 911 call will correspond to the physical address registered in the 911 database which is associated with your telephone number. You understand that any breach hereof may result in 911 Emergency services being unavailable.

Emergency 911 Service will not work properly if you experience one of the following situations (but not limited to) with your Cogeco Business Phone: a network service outage, failure of the multifunction cable modem or in the event of a power failure, once the multifunction cable modem uses up its power supply.

## Cogeco Business Phone Optional Feature

You can add the following option to your Cogeco Business Phone.

### Call Display Permanently Blocked

This feature automatically prevents your name and number from being displayed on all outgoing calls. However, this feature does not affect how your number and information are seen when making 911 calls.



## Answers to Common Questions

### **How does Cogeco Business Phone work?**

Cogeco's Business Phone service uses Cogeco's own private cable network. This is the same network that delivers High Speed Internet and Cable TV services so you'll never experience any interference with your other services. That way, we can ensure that your conversations are of the highest quality.

### **What is the difference between VoIP and Cogeco Business Phone?**

Although both types of services rely on Internet protocols, Cogeco uses its own privately managed and secure network instead of public networks to transport calls. This ensures high quality sound, regardless of Internet traffic.

### **Is Cogeco Business Phone compatible with alarm systems?**

Cogeco Business Phone will work with many alarm systems. To see if your Cogeco Business Phone service will work with your system, we recommend you contact your alarm company and ask if they will provide technical support.

### **Will my telephone service work if there is no power?**

In the event of a power failure, your telephone service will continue to operate since the multifunction cable modem is equipped with a battery back-up supporting up to eight hours stand-by time. If your multifunction cable modem is plugged into a power bar, make sure the power bar is turned ON at all times. Please note that regardless of the phone service you choose, cordless phones may not work during a power outage due to drained batteries.

### **Where can I call with my new Cogeco Business Phone?**

With Cogeco Business Phone, you get unlimited calling in Canada and the continental US, so you can call anyone, anytime. If you need to call outside Canada and the continental US, you can use Gold Line's International Calling Prepaid Service. For more information visit [www.goldline.net/cogeco](http://www.goldline.net/cogeco) or call Gold Line's customer service at 1-866-619-7708.

### **Can I receive collect calls?**

No, you are not able to receive collect calls on your phone.

### **Is the "bill-to-third-number call" service available?**

No, this service is not available. Please take note that all calls you make to Canada and the continental US are included in your unlimited calling plan.

### **Will my business be listed in the phone directory?**

Yes, the name of the business appearing on your phone bill will be the one displayed in the phone directory (white pages).

### **Can I disable my Call Display Permanently Blocked for a specific call?**

Yes, \*67 enables calling number delivery on a per-call basis.

## Answers to Common Questions

### Can I receive calls from overseas?

Yes, incoming calls placed from outside Canada and the continental US will be put through to you just as they were before you switched phone services.

### Can I call toll-free numbers?

1-800, 1-888, 1-877 and any other toll-free numbers you could access before, you can access now with Cogeco Business Phone. In the case of toll-free numbers, you don't need to dial "1" before the "8XX" toll-free number. However, please note that the call will still go through if you dial "1".

### Will my fax machine work?

Our Business Phone service is compatible with most fax machines although it is advised to check with your equipment manufacturer for a confirmation. If your fax machine is compatible, please note that there will be no distinctive ring. You need to set up your fax to pick up the line before the fifth ring after which your Voice Mail service will pick up the call.

### Can I change my number of rings if I use the line for fax purposes?

You can always change the number of rings to Voice Mail. The number of rings to Voice Mail should always be greater than the number of rings set to your fax machine to avoid the transfer of an incoming fax to Voice Mail. The default setting of number of rings to Voice Mail is 5.

### What happens if I set my number of rings to "0"?

If you set the number of rings to "0", all calls will continue to ring and will not be redirected to Voice Mail.

### Will my Cogeco Internet connection or Cogeco Digital Cable be affected by this service?

Even though they use the same channel, you can use your phone and the Internet at the same time, without any problems with either service. This also applies to your Cogeco Digital Cable Service, which will not be affected by your Cogeco Business Digital Phone.

### Are there other features or services that are not currently available?

There are a number of services that are not available at the moment but will be launched in the future. Here are some examples:

- Last Call Return \*69
- 1-800 toll-free business numbers

Our website – [cogeco.ca/businessphone](http://cogeco.ca/businessphone) – will have details of new services as they become available.

### What if I have a question that is not answered here?

You will find [cogeco.ca/businessphone](http://cogeco.ca/businessphone) an excellent place to go for additional information on your service. You can send us an e-mail at [phone.support@cogeco.com](mailto:phone.support@cogeco.com) or, if you are more comfortable, you can phone us at 611 from your phone or call our Customer Support number toll-free at **1-866-264-3262** (1-866-COGEJOB).

# Troubleshooting Tips

## **What should I do if there's no telephone signal/dial tone?**

Make sure that your multifunction cable modem is powered on, but in the event of a power failure, the battery of your multifunction cable modem will take over for up to 8 hours. If your multifunction cable modem is plugged into a power bar, make sure the power is turned ON at all times. The phone service will not work in the event of a network failure or a cable modem failure. Cogeco will do everything possible to restore normal service as soon as possible following a power, network, or cable modem failure.

## **What should I do if my phone doesn't ring?**

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". Make sure your phone's ringer is at the appropriate volume.

## **What do I do if I have a router? Will the multifunction cable modem interfere with my configuration and the installation of my network?**

No. The multifunction cable modem connects your PC or router directly to the Internet and should not cause any problems with your network. However, there are many routers and possible configurations and in the unlikely event that you are having problems installing your phone, please contact Customer Support at [phone.support@kogeco.com](mailto:phone.support@kogeco.com) or call us toll-free at **1-866-264-3262** (1-866-COGECOB).

## **What if I am having difficulty calling a phone number in Canada or the continental US?**

Remember, you do not need to dial "1" before the 10-digit number.

## Troubleshooting Tips

### **Do I need to have a computer turned on to use Cogeco Business Phone?**

No, Cogeco Business Phone does not require the use of your computer. Although it is based on the same technology as your Internet service and uses the same cable modem, your Cogeco Business Phone operates independently from your Internet connection and PC. You do not need to turn on your PC or use your PC to use your phones. You do need to ensure that your cable modem is powered on, at all times, for your Business Phone to work.

### **What if I have a problem placing an international phone call?**

If you need assistance when using Gold Line's International Calling Prepaid Service, you can visit [www.goldline.net/cogeco](http://www.goldline.net/cogeco) or call Gold Line customer service toll-free 24 hours a day, 7 days a week from anywhere in Canada and the US at 1-866-619-7708.

### **What is the best way to reach Cogeco Business Phone Customer Support?**

Dial 611 from your phone. We are available to assist you 24 hours a day, 7 days a week. Or call us toll-free from any other phone by dialing **1-866-264-3262** (1-866-COGECOB). You can send us an e-mail at [phone.support@cogeco.com](mailto:phone.support@cogeco.com)





1 The Customer shall not use this Service for activities that include telecommuting, telemarketing (including without limitation charitable or political solicitation or polling), autodialing, continuous or extensive call forwarding, fax broadcast or fax blasting.

Please refer to Cogeco website for the terms and conditions of the Digital Phone.

IMPORTANT NOTE: COGECO Cable Canada Inc. and its Affiliates (as defined in the Canada Business Corporations Act) [hereinafter "COGECO"] reserves the right to revise this Cogeco Business Digital Phone Service Agreement at any time, effective upon posting of the new or revised version on the COGECO website at <http://www.cogeco.ca/businessphone>.

By using COGECO Business Digital Phone, you will be deemed to have agreed to be bound by the terms and conditions of this Agreement. If you do not agree with the terms and conditions of this Agreement you must immediately stop using Cogeco Business Digital Phone and notify Cogeco's Customer Support department that you wish to terminate this Agreement.

The International Calling Prepaid Service is provided by Gold Line Telemanagement Inc., a distinct third party provider specialized in prepaid calling services. Cogeco Cable Canada Inc. does not assume responsibility and will not be liable for losses, liabilities, expenses or any direct, indirect, special or consequential damages based on, or arising out of, the usage of this International Calling Prepaid Service provided by Gold Line Telemanagement Inc. Please refer to Gold Line Telemanagement Inc.'s specific Terms & Conditions governing the usage of its International Calling Prepaid Service.

**Thank you for entrusting your important calls to us.**

**Your new Cogeco Business Digital Phone will make  
it easy for you to stay in touch with customers, suppliers  
and other contacts while taking advantage  
of high quality connections.**

[cogeco.ca/businessphone](http://cogeco.ca/businessphone)



Business works better with cable