

## 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](http://cogeco.ca/phonesupport) to get answers to your questions and troubleshooting tips

**E-mail:** [phone.support@cogeco.com](mailto: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

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## 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

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## 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

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## Call Forwarding

### Activation:

\*72 + forwarding phone number

### Deactivation:

\*73

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## 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.

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## Call Waiting

Deactivation per call:

\*70 + phone number you are calling

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## Call Display Blocking (on a per call basis)

Dial \*67 + phone number you wish to call

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## 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

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## Change number of rings to Voice Mail

Dial 23# and follow the prompts