

Digital Phone Quick Tips

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

Voice Mail Access

Access From Home:

1. Press **22#**
2. Enter your **password**

Access From A Remote Phone:

Option 1

1. Dial your 10-digit **home phone number**
2. Press * as soon as you hear your greeting
3. Enter your **password** when prompted

Option 2

1. Dial **1-866-669-8383**
2. 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 | 7 Delete the message |
| 2 Pause | 9 Save the message |
| 3 Fast forward | 0 All options |
| 4 Repeat the message | * Previous menu |
| 5 Message date and time information | # Skip the message |

Call Forwarding

Activation: *72 + forwarding phone number

Deactivation: *73

Call Waiting

Deactivation per call: *70 + phone number you are calling

Per Call Blocking

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/digitalphone to get answers to your questions and troubleshooting tips

e-mail: phone.support@cogeco.com

Phone: **611** (from your Cogeco Digital Phone)

905-333-5522 (from a non-Cogeco Digital 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.