



VIP (Traditional) Home Phone Calling Features

This document details each calling feature and its usage. Please note that this document applies only to our VIP Home Phone service for Kitchener-Waterloo, Ontario. If you require assistance with your Digital Home Phone, please review the separate Digital Home Phone document, also found on the FAQ page. If you have any further questions about using your home phone, please give us a call at 519-804-SURF (7873)

Call Forwarding

Transfer incoming calls to another phone number, never miss important calls again.

To Activate:

1. Pick up your handset and listen for a dial tone.
2. Dial *72 on your touch tone phone. You will hear two "beeps" and a dial tone.
3. Dial the phone number where you want your calls forwarded. This can be local, long distance or a speed dial code. (NOTE: If you are forwarding to a long distance number, long distance charges will apply)
4. Call Forwarding goes into effect within 5 seconds.

To Deactivate Call Forwarding:

1. Pick up your handset and listen for a dial tone.
2. Dial star *73 on your touch tone phone.
3. Call Forwarding is deactivated within 5 seconds.

Caller ID or Call Display

See the name and number of who is calling you

In order to have call display, you require a call display capable phone. After the first ring, the name and telephone number of the caller will appear on your display screen. This includes callers who have non-published numbers. (If you do not wish to have your number displayed when making a call, please see the section on Outbound Caller Block.)

Notes:

- Calls from locations that are not equipped for Call Display will appear as "unknown".
- Long distance calls may be displayed as "long distance".

- You may not be able to call some of the numbers appearing on your display since they may originate from telephones that cannot receive calls. (i.e. certain pay phones)
- If you have Call Waiting service, you will hear the Call Waiting beep but the name and number of the second caller will not show on the display screen, Visual Call Display is required to see the second caller.

Call Blocking

Hide your name/number from appearing on the receiver's caller ID

1. Pick up your handset and listen for a dial tone.
2. Dial *67 and the number you are calling.
3. Your number will not appear on the call display of the person you are calling.

Visual Call Waiting

See who is calling you while you are on the phone

To summarize:

1. While on the call, you will hear the Call Waiting tone notifying that you are receiving a second phone call. (Only you hear this tone, and the person you are currently talking to does not).
2. Another reminder beep will be heard 10 seconds later if the waiting call remains unanswered.
3. The second caller hears only the normal ringing tone.

To answer the second call:

1. Press the LINK* or FLASH* button to put the first call on hold.
2. You will automatically be connected with the second caller.

To alternate between calls:

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2. Each conversation is private and cannot be heard by the other caller.

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To end either call:

1. Simply hang up.
2. Your telephone will then ring.
3. When you answer it, you'll be connected with the other caller.

To cancel Call Waiting temporarily before placing a call (for example, you are making an important call and do not want to be interrupted):

1. Pick up the handset and listen for a dial tone.

2. Dial *70 on your touch tone phone.
3. Listen for two beeps and dial the number you want to call.
4. Call Waiting is automatically restored when you hang up.

To cancel Call Waiting temporarily during a call:

1. Press the LINK* or FLASH* button to place your call on hold.
2. Listen for a dial tone.
3. Dial *70 on your touch tone phone.
4. Listen for two beeps and you will automatically be reconnected.
5. Call Waiting is automatically restored when you hang up.

If you do not have a telephone with a LINK or a FLASH button, depress the switch hook for approximately one second.

Three Way Calling

To add a third person to your call

1. Press the LINK* or FLASH* button to place the first call on hold.
2. Listen for a dial tone and then dial the third person. (Speed call codes may be used if you also have this feature.)
3. When the third person answers, you may talk privately with this person before you make the call three-way.
4. To make the call three-way, press and hold the LINK* or FLASH* button for approximately one second to add the person who is currently on hold to your conversation.
5. Your Three Way Call is now underway.

If the third person's line is busy or they don't answer:

* Press the LINK* or FLASH* button twice to resume your conversation with the person on hold.

To disconnect the third person:

* Press the LINK* or FLASH* button and you will now have only the original party on the line. Otherwise, if either of the other two people hang up, you can continue to talk to the one remaining.

* If you don't have a telephone with a LINK or FLASH button, depress the switch hook for approximately one second.

Voice Mail & Call Answer FAQ:

Basic Information:

- Maximum mailbox time - 20 minutes.
- Maximum number of messages - 20.
- Maximum message length - 120 seconds.
- Seven (7) day retention of messages.

Getting Started:

Every account comes with Voice Mail. You will require your Voicemail password to access your configuration and messages menu.

Q: How do I access my voice mail from home?

A: Pickup your phone and dial *98. Follow the prompts. The default password is the last four digits of your phone number backwards. So if your number is 555-1089, then your password would be 9801

Q: How do I access voice mail outside my home?

A: Call your local telephone number and at the voice mail message recording hit “ * ”, the system will prompt you for your password. Enter your password.

Q: Can I setup Voice Mail to Email?

A: Unfortunately voice mail to email is not a service we currently offer on the VIP Home Phone package. However this is available on our Digital Home Phone service. Please give us a call at 519-804-SURF to discuss further.

Q: How many voice mails can be left in my mailbox?

A: Currently up to 20 voice mails can be left in your voice mail box.

Q: How can I change my voice mailbox password?

A: Once into the voice mail main menu press “0” for “Mailbox options”, then press “5” to “Change your password”.

Menu Features:

- **1** Read voicemail messages
 - **3** Advanced options
 - **1** Reply *Only available to users of our system
 - **3** Envelope
 - **4** Play previous message
 - **5** Repeat current message
 - **6** Play next message
 - **7** Delete current message
 - **9** Save message in a folder
 - **0** Save in new Messages
 - **1** Save in old Messages
 - **2** Save in Work Messages

- **3** Save in Family Messages
 - **4** Save in Friends Messages
- * Help; during message playback: Rewind
- # Exit; during message playback: Skip forward
- **2** Change folders
 - **0** Switch to new Messages
 - **1** Switch to old Messages
 - **2** Switch to Work Messages
 - **3** Switch to Family Messages
 - **4** Switch to Friends Messages
- **0** Mailbox options
 - **1** Record your unavailable message
 - **2** Record your busy message
 - **3** Record your name
 - **4** Record your temporary message
 - **1** Record your temporary message
 - **2** Erase your temporary message (going back to the standard message)
 - **5** Change your password
 - * Return to the main menu
- * Help
- # Exit
- After recording a message (incoming message, busy/unavailable greeting, or name)
 - 1 - Accept
 - 2 - Review
 - 3 - Re-record

While listening to a recorded voicemail message: Press # to fast forward, or * to rewind by skip ms increments. (Skip ms defaults to 3000 ms.) Note that the # and * keys only work when the message is in the process of being played back.