



Your **local** connection

# Get to know your **Cogeco** **Home Phone**

Home Phone User Guide



# Getting started with your Cogeco Home Phone

Hi there.

We want to thank you for choosing Cogeco as your home phone service provider. We're excited to introduce you to all of the convenient features that you can take advantage of with your new phone service. We'll take you through some of the most popular features in this guide.

For a complete overview of your services and phone features, go to [cogeco.ca/phonefaq](https://cogeco.ca/phonefaq)



Phones not provided by Cogeco.

## Voicemail

### Voicemail access

From your home phone:

- 1 Using your keypad, dial **22#** or **\*98**.
- 2 Enter your password.

**Good to know:** The default password will be the last 4 digits of your Cogeco phone number.

From another phone:

- 1 Dial your 10-digit home phone number.
- 2 When you hear your voicemail greeting, press **\***.
- 3 Enter your password when prompted.

**Good to know:** You can also access your voicemail toll-free by calling **1-866-669-8383** and entering your home phone number.

### Voicemail main menu keypad shortcuts while in the main menu

1

Play your messages

2

Personal options  
(change your greeting, change your password or change your spoken name)

**Good to know:** Your spoken name is used to identify your voicemail inbox when calling remotely and will be inserted in an automated voicemail greeting if you do not record a personal greeting.

## Voicemail keypad shortcuts while listening to messages



|                         |                            |                              |
|-------------------------|----------------------------|------------------------------|
| 1<br>Rewind 10 seconds  | 2<br>Pause                 | 3<br>Fast-forward 10 seconds |
| 4<br>Replay the message | 5<br>Message date and time | 6<br>N/A                     |
| 7<br>Delete message     | 8<br>N/A                   | 9<br>Save message            |
| *<br>Go to main menu    | 0<br>Hear all options      | #<br>Skip message            |

## Change number of rings before voicemail comes on

Dial **23#** and follow the prompts.

**Good to know:** Changing the number of rings to 0 will disable voicemail.

## Calling Features

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### Call Forwarding

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- ① To activate, dial **\*72**, followed by the 10-digit phone number you wish to forward your calls to.
- ② To deactivate, dial **\*73**.

### Remote access to Call Forwarding

You can also activate your Call Forwarding remotely by calling your local remote access number. To get your remote access number, dial **24#** from your Cogeco Home Phone. You can write it in the box below to keep it on hand.

**While you're away from home, follow these steps to activate call forwarding:**

- ① Dial your remote access number from any phone.
- ② When you hear the welcome message, enter your Cogeco phone number and password, then follow the prompts.

Remote Access Number: \_\_\_\_\_

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### Three-Way Calling

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Here's how to add a third party to any call in progress:

- ① Press the **Talk/Flash** button (this will put the first caller on hold).
- ② When you hear a dial tone, dial the number of the third party.
- ③ When you reach the third party, press the **Talk/Flash** button again to continue the conversation with all 3 parties.

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### Deactivating Call Waiting

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To ensure a call doesn't get interrupted by Call Waiting, dial **\*70** before dialing the number you wish to call. This feature works on a per-call basis.

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### Call Display Blocking

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To block your number from being displayed, dial **\*67** before dialing the number you wish to call. This feature works on a per-call basis.

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### Call Blocking

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Dial **\*97** to block the number of the most recent call you received. You'll hear a message confirming if you activated or disabled the option. To remove a number from your call rejection list, dial **\*60** and follow the prompts.

# Get to know your Cogeco Home Phone

## Call Screen features

\* 6 0

Selective Call Rejection

Block selected numbers from calling you.

\* 6 1

Distinctive Ringing

Assign special ringtones to designated numbers.

\* 6 3

Selective Call Forwarding

Forward selected numbers to another phone number.

\* 6 4

Selective Call Acceptance

Only accept calls from designated numbers and block all others.

## Call Screen features shortcuts

3

Turn the feature on/off

#

Add an entry

\*

Remove 1 or more entries

0 8

Remove all list entries

0 9

Remove all anonymous list entries

1

Review the entries on your list

# 0 1 #

Add the last calling number

## Anonymous Call Reject

Block all calls from unknown callers.

\* 7 7

Activate

\* 8 7

Deactivate

## Do Not Disturb

Block all incoming calls.

\* 7 8

Activate

\* 7 9

Deactivate

## Long Distance Calling

### Calls in Canada, U.S. and Caribbean countries:

Dial 1 before the 10-digit number

### Direct International Calling:

Dial 011 + Country Code + Area Code + Phone Number

Certain conditions apply. Some features require a subscription. To learn what International Calling Plans are available, please visit [cogeco.ca/longdistance](http://cogeco.ca/longdistance)

## Troubleshooting

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### Troubleshooting tips

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If you're having technical difficulties, please refer to the common fixes below.

#### If there's no phone signal/dial tone:

- 1 If you're subscribed to Cogeco Internet, please confirm that your Internet service is working. If your Internet service is also not working, contact technical support at **1-855-701-4881**.
- 2 If you're subscribed to 1 phone line, make sure the phone is plugged in to port 1 (the top port if not labelled) of your modem, and not port 2. If you're subscribed to 2 phone lines, make sure the phone's second line is plugged in to port 2 (the bottom port if not labelled).
- 3 If the modem is plugged in to a power bar, make sure the power bar is turned on. If it's turned off, turn it on and check again for a dial tone.

#### If your phone isn't ringing:

- 1 Confirm that you have a dial tone.
- 2 Dial **\*73** to make sure Call Forwarding is disabled.
- 3 If you're subscribed to 1 phone line, make sure the phone is plugged in to port 1 (the top port if not labelled) of your modem, and not port 2. If you're subscribed to 2 phone lines, make sure the phone's second line is plugged in to port 2 (the bottom port if not labelled).

## Contacting Support

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If you're still having issues after completing the steps above, contact technical support at **1-855-701-4881**. Please have the following information on hand when you call, if applicable:

- The phone numbers that cannot reach your home number.
- The numbers that cannot be called from your home phone (or, inform us if it is a general problem with all outbound numbers).

## We're here to help.

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For additional tips and troubleshooting, visit our FAQ page: [cogeco.ca/phonefaq](https://cogeco.ca/phonefaq)

For further assistance, reach out to our technical support or sales teams.

#### Technical support

24 hours a day, 7 days a week

#### Sales and billing

Monday to Friday: 8 a.m. to 9 p.m.

Saturday and Sunday: 9 a.m. to 9 p.m.

Call us at **1-800-267-9000**