

▶ ADVANCED PHONE SERVICE

USER GUIDE

December 2009 Version



1 888 TÉLÉBEC
telebec.com/telephony

▶ TABLE OF CONTENTS

What is Télébec Advanced Phone Service	2
What is included with the Télébec Advanced Phone Service	3
Additional Call Management Services available	4
Configuration of your new services	5
Step 1 – Initializing your Voicemail.....	5
Step 2 – Configuring rapid access to your message.....	9
Step 3 – Changing the remote access PIN.....	10
Call Feature Manager	11
What you will find in the Call Feature Manager.....	11
Activating and deactivating services by Internet.....	16
Help & Data Refresh.....	17
Call Management Services – How to use them	18
Busy Call Return (activated by phone only).....	18
Call Barring.....	19
Call Display Blocking (activated by phone only).....	22
Call Display/Name Display.....	22
Call Forwarding – Busy.....	23
Call Forwarding – Immediate.....	24
Call Forwarding – No Answer.....	27
Call Forwarding – Selective.....	28
Call Trace (activated by phone only).....	29
Call Waiting.....	30
Do Not Disturb.....	31
Find-Me-Follow-Me (activated by Internet only).....	32
Last Call Return (activated by phone only).....	33
Permanent Call Display Blocking (activated by Internet only).....	34
Personalized Ring (subscription required).....	35
PIN modification.....	36
Privacy Pack (subscription required).....	36
Selective Call Acceptance, Selective Call Rejection, Anonymous Call Rejection, Priority Call	
Reminder Call.....	41
Remote Access to Call Forwarding.....	43
Speed Calling.....	43
Three-Way Calling (activated by phone only).....	45
Voicemail and Message Waiting Indicator.....	46
Voicemail to E-mail (configured by Internet only).....	48
Redirect message to e-mail.....	48
Notification by e-mail and SMS.....	49
Need help?	50
Forgot your password.....	50
Technical Assistance & Customer Service.....	50
Quick Reference	51
Voicemail at-a-glance	52

► WHAT IS TÉLÉBEC ADVANCED PHONE SERVICE

Télébec Advanced Phone Service uses an innovative approach and the latest in digital IP technology.

With this service, you use the same phones, the same jacks and the same phone number, in addition to enjoying new customizable *Call Management Services* and a management web tool called the “*Call Feature Manager*”.

Advantages

- Many *Call Management Services* are included free of charge, such as *Voicemail*, *Call Display*, *Call Forwarding*, *Three-Way Calling*, and *Call Waiting*.
- All direct-dialed long distance calls (1+ area code + number) are **FREE** and **UNLIMITED** in Canada and the United States (subscription to the Télébec *PractiQ* long distance plan, at \$2.95 per month, required in order to benefit from a 75% discount on overseas calls and on calls placed with your Télébec Calling Card).
- Activation and deactivation of *Call Management Services* by Internet or by phone.
- No additional equipment to install.
- Use the same phones.
- Keep the same phone number.
- Free directory listing for main number¹.
- Access to Enhanced 911, 411, and 611 service, and to message relay service (TDD).
- Highly reliable, no backup battery, since you are using your phone line, which is directly connected to the Télébec central office.

¹ Applicable to a move or a new installation on the Télébec territory.

► WHAT IS INCLUDED WITH THE TÉLÉBEC ADVANCED PHONE SERVICE

► OVER 20 CALL MANAGEMENT SERVICES

Call Forwarding functions

- Immediate Call Forwarding
- Busy Call Forwarding
- Find-Me-Follow-Me
- No Answer Call Forwarding
- Selective Call Forwarding
- Remote Access to Call Forwarding

Display functions

- Call Display (name and number)
- Call Display Blocking
- Permanent Call Display Blocking

Incoming calls functions

- Do Not Disturb
- Call Trace

Messages management functions

- Voicemail
- Voicemail to E-mail
- Message Waiting Indicator
- Reminder Call

Third-party functions

- Three-Way Calling
- Call Waiting
- Visual Call Waiting

Outgoing calls functions

- Speed Calling
- Call Barring
- Last Call Return
- Busy Call Return

► FREE DIRECT-DIALED LONG DISTANCE CALLS

With **Advanced Phone Service**, all **direct-dialed** long distance calls (1+ area code + number) to North America (**Canada** and **United States**, including Alaska and Hawaii, excluding Caribbean) are **free** and **unlimited**.

Charges apply on overseas calls and on long distance calls placed with a Télébec Calling Card, as well as on collect calls and calls requiring operator assistance.

To benefit from a **75% discount** on overseas and Calling Card calls, we suggest that you subscribe to the **Télébec PractiQ long distance plan**, at a cost of **\$2.95 per month**.

► CONFIGURATION OF YOUR NEW SERVICES

► CALL FEATURE MANAGER BY INTERNET AND BY PHONE

The *Call Feature Manager* allows some of the *Call Management Services* on your phone line to be customized and managed by Internet.

By Internet

- See missed and answered calls
- View the date and time of each call
- Listen to your voice messages on your computer
- Create and edit your list of personal contacts
- Activate and deactivate certain *Call Management Services*, such as *Do Not Disturb*, *Call Forwarding*, and *Find-Me-Follow-Me*
- Change your password and your PIN
- Access the *Call Feature Manager* web-tool from any Internet connection (from home, from the office, from a friend's, or while traveling)

By phone

- Activate and deactivate certain *Call Management Services* from your Touch-tone phone
- Access your *Voicemail*, even when you're away from home or your office
- Change your password and your PIN

You will find a "**Quick Reference**" to the main functions that can be activated by phone at the end of this guide.

► ADDITIONAL CALL MANAGEMENT SERVICES AVAILABLE

The following additional *Call Management Services* may be added to your **Advanced Phone Service** subscription for an additional monthly charge:

- **Personalized Ring**
- **Privacy Pack** - Includes *Selective Call Acceptance*, *Selective Call Rejection*, *Anonymous Call Rejection* and *Priority Call*

Call our Customer Service at **1 888 TELEBEC (835-3232)** for more details or visit www.telebec.com/telephony

Before you can use the *Call Management Services* included with your **Advanced Phone Service**, you must first configure certain functions.

Please follow the steps below in the right order:

- 1) Initializing your **Voicemail** (mandatory)
- 2) Configuring rapid access to your message (recommended)
- 3) Changing the PIN of the remote access to Call Forwarding options (recommended)

► STEP 1

INITIALIZING YOUR VOICEMAIL

The first thing you must do is initialize the new *Voicemail* feature which is included with **Télébec Advanced Phone Service**, so you can use the other voicemail services.

IMPORTANT:

This step must be done by phone, from your home or your office.

To initialize your Voicemail, follow these steps:

1. Pick up your telephone receiver and dial ***98** (or ***99**), depending on your area.
2. Enter your **temporary password** (which consists of your 10-digit telephone number).
3. **Change your temporary password (PIN):**
 - Choose a password with **6 to 15 digits**.
 - Dial it on your telephone keypad, then press #.

Write your personal password here: _____
(The new PIN must be different from the old one)

IMPORTANT:

This PIN will also be used as password for accessing *Call Feature Manager* through Internet.

4. Record your **name**. This message will be heard when your line is busy:
 - Press # at the end of your message.
 - Press **1** to change it.
 - or
 - Press # a second time to save it.

5. Choose option 1 for **Personal greeting**. The other possible options are:

- 1 Personal greeting
- 2 System generated greeting that includes your name
- 3 System generated greeting that includes your telephone number
- 4 System generated greeting that includes neither your name nor your telephone number

6. Record your **Personal greeting** (maximum 30 seconds).

Begin recording at the tone:

- Press # at the end of your message.
 - Press 1 to change it
- or
- Press # a second time to save it.

Sample message:

“Hello, you have reached XXX-XXX-XXXX. We can’t take your call right now. Leave a message and we will call you back as soon as possible. Thank you!”

7. Press * (star) to **exit**; or follow the voice prompts to access your voicemail. Your *Voicemail* is now initialized. *Voicemail* is now ready to answer your calls automatically. You will not have to repeat this operation unless you want to review your greeting.

To change your **Personal greeting**, follow the instructions below:

To record a new Personal greeting:

1. Pick up the receiver.
2. Dial *98 (or *99) depending on your area.
3. When prompted, enter your voicemail box PIN, followed by #.
4. When you hear the menu, press 3 for **Greetings menu**.
5. Press 1 to select Personal greeting.
6. Press 1 to record your **greeting**.
7. At the tone, record your greeting, then press #.
8. You will hear the greeting you just recorded.
9. Press 1 to confirm it, press 2 to change this greeting or press 3 to exit without saving the recording.
10. Press * (star) to exit.
11. Hang up.

Even more, your new Voicemail service allows you to create a **Busy Greeting** which will play to callers when your phone is already in use by you or another family member. This greeting is not mandatory. If you decide to not configure it, personal greeting that you defined previously will be used.

Record Busy greeting:

1. Pick up the receiver.
2. Dial *98 (or *99) depending on your area.
3. When prompted, enter your voicemail box PIN, followed by #.
4. When you hear the menu, press 3 for **Greetings menu**.
5. Press 5 to record your **Busy greeting**.
6. At the tone, record your greeting, then press #.
7. You will hear the greeting you just recorded.
8. Press 1 to confirm it, press 2 to change this greeting or press 3 to exit without saving the recording.
9. Press * (star) to exit.
10. Hang up.

Remote Access to Voicemail (WHEN YOU'RE AWAY)

Once you have initialized your *Voicemail*, you can access it any time, even when you are away from home or from your office, in order to listen to, save or delete your voice messages.

To access your messages from the outside:

1. **Dial your phone number.**
2. When you hear the *Voicemail* greeting, **press *** (star).
3. The system will ask you for your PIN. (the same as Voicemail)
4. You will then be able to access your messages, as well as all the *Voicemail* features.

Note: These instructions also apply if you are calling long distance to retrieve your messages. In this event, you can charge the call to your Télébec Calling Card.

Alternate Remote Access Number (direct dial)

If one of these services have been activated on your line, *Call Forwarding*, *Find-Me-Follow-Me* or *Do Not Disturb*, you will have to dial the **Remote Access phone number** that you were given when you subscribed. Because you might not hear your greeting when these services are activated, this phone number gives you direct access to the *Voicemail* instructions. After you input your 10-digit telephone number and your password, just follow the voice prompts as usual.

Remote access phone number: _____
(write in the number that you were given when you subscribed)

Using the Voicemail system menus

Please refer to the “**Voicemail at-a-glance**” table at the end of this guide for an outline of all the *Voicemail* system menus.

The table is available online on our website at www.telebec.com/telephony, in the “User Guide” section.

► STEP 2

CONFIGURING RAPID ACCESS TO YOUR MESSAGE

This step allows you to configure your voicemailbox which will give you a faster access your voice messages. It includes 3 sub-steps that can be made in whole or in part depending on what you want to keep as service configuration.

We suggest you:

- To enable automatic reading and backup of your messages.
- To remove the header message (name, time and source of the message).
- To skip PIN entry when you access from your home phone.

1. Pick up the receiver.
2. Dial ***98** (or ***99**) depending on your area.
3. When prompted, enter your voicemailbox PIN, followed by #.
4. When you hear the menu, press **4** for **Mailbox settings**.
5. Press **2** for **Handsfree** and **Time saver** options.
6. Press **1** for **Autoplay** setting.
 - a. If Autoplay is not activated, press **1** to activate it and press **1** again to confirm.
 - b. If Autoplay is activated, press ***** to return to **Handsfree** and **Time saver** menu.
7. Press **3** for **Voicemail preferences** options.
8. Press **1** for removing message header and press **1** again to confirm.
9. Press ***** to return to **Handsfree** and **Time saver** menu.
10. Press ***** to return to **Mailbox settings**.
11. Press **3** for **Security options**.
12. Press **3** for **Skip PIN** and press **1** to activate it.
13. Hang up.

► STEP 3

CHANGING THE PIN OF THE REMOTE ACCESS TO CALL FORWARDING OPTIONS

Call Forwarding functions can be activated and deactivated from your phone, but also when you are away from home or your office (remote access). A PIN is required in the latter case for remote access to the *Call Forwarding* functions.

The default temporary PIN supplied by the system is “1212” (just 4 digits). For security reasons, we advise you to change it as soon as possible.

You can change your PIN either by phone or by Internet.

To change the PIN by telephone:

1. Pick up the receiver and wait for a dial tone.
2. Dial *319.
3. When prompted, enter the temporary four-digit PIN (1212).
4. You will then be prompted to input a new four-digit PIN.
5. A message will confirm that your PIN has been correctly modified.

To change the PIN by Internet:

1. Access the **Call Feature Manager** web-tool at: <http://telephony.telebec.com>.
2. Open the “**Settings**” tab and choose the “**Security**” sub-tab.
3. In the “**Change PIN**” section, enter a 4-digit PIN number beside the “**Call Services PIN**” field, and click “**Change**”.

Write here your personal remote access PIN: _____ (4 digits only)

Remote Access to Call Forwarding

Now that you have changed your remote access PIN, you can access the *Call Forwarding* features securely when you are away as well.

To activate or deactivate *Call Forwarding* features:

1. Call the **Remote Access Number**, the one that was provided with your subscription.
2. Enter your **phone number** (10 digits).
3. Enter your **4-digit PIN** number.
4. Enter the “**programming code**” associated with the desired feature.

To use the *Call Forwarding* features remotely, dial the same “programming codes” described later in this guide for *Call Forwarding* (*immediate, busy, no answer, selective*).

► CALL FEATURE MANAGER

► WHAT YOU WILL FIND IN THE CALL FEATURE MANAGER

Include with your **Advanced Phone Service**, you have access to an Internet Web site on which you can retrieve your voicemail messages or manage your features include in that service. The name of this Internet Web site is **Call Feature Manager**.

Prerequisite:

- High Speed Internet access (recommended)
- One of the following Web browser:
 - Internet Explorer 6.0 or higher
 - Firefox 2.0 or higher
 - Netscape 7.0 or higher

The following instructions will help you on how to access **Call Feature Manager**.

- Go to the Web address **<http://telephony.telebec.com>**
- To open a session, enter your **Number**. This means your 10-digit phone number, without spaces, and your **password**, then click on “**Login**” (consult the *Configuration of your new services* section if it’s not already done).



IMPORTANT:

As indicated earlier, your **temporary password** is your 10 digit telephone number. We strongly recommend that you change this temporary password as follows:

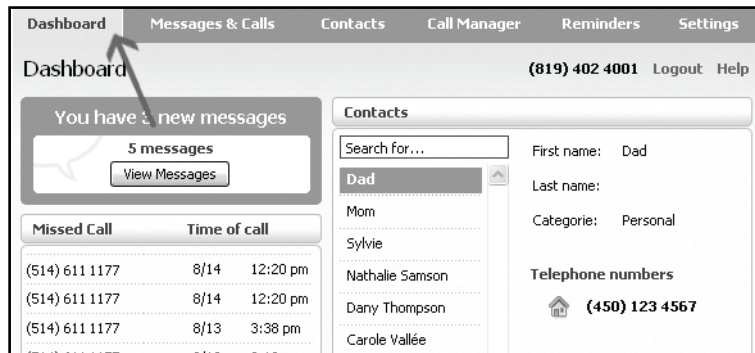
- Go to the “**Settings**” tab, and click on the “**Security**” sub tab.
- Enter your new Web password.
(Note: This new password can be the same password that you defined for your PIN, however keep in mind that there is no synchronization between the two. Therefore, whenever you change one, you will need to change the other manually in order to use your PIN as **your WEB password**.)
- Confirm this password by entering it a second time
- Click on the “Apply new password” button.

When you access the *Call Feature Manager*, you have access to **six tabs**:

“DASHBOARD” TAB

In this tab, you can:

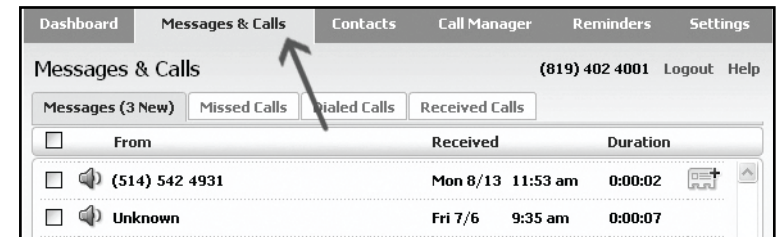
- See the number of new messages received.
- See the number of calls missed, as well as the date and time of these calls.
- Access your personal contacts.
- See and access the default settings for certain *Call Management Services*.



“MESSAGES & CALLS” TAB

In this tab, you can:

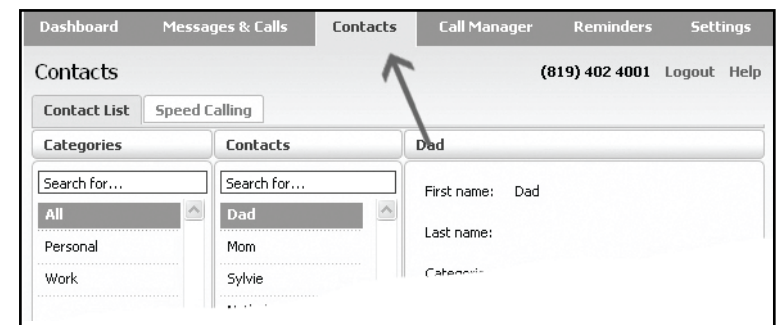
- Listen to new messages, and see the date and time the calls came in and the duration of each message.
- View the list of missed calls, as well as the date and time of each call.
- View the list of dialed calls as well as the date and time of each call.
- View the list of received calls as well as the date and time of each call.



“CONTACTS” TAB

In this tab, you can:

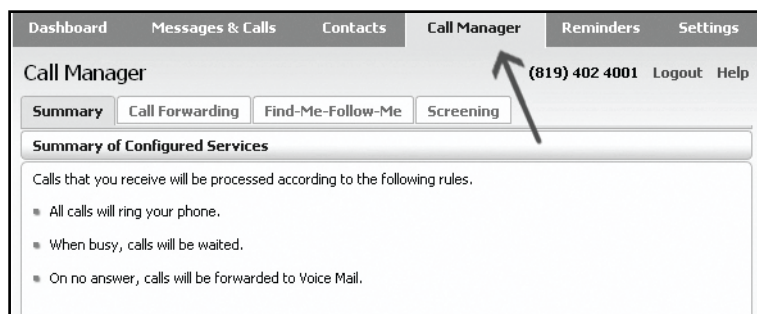
- See a list of all of your personal contacts.
- Manage the list of your personal contacts and group them.
- Associate an abridged code with certain phone numbers (*Speed Calling*).
- Import your actual contact list from Outlook (or any other contact manager)



“CALL MANAGER” TAB

In this tab, you can:

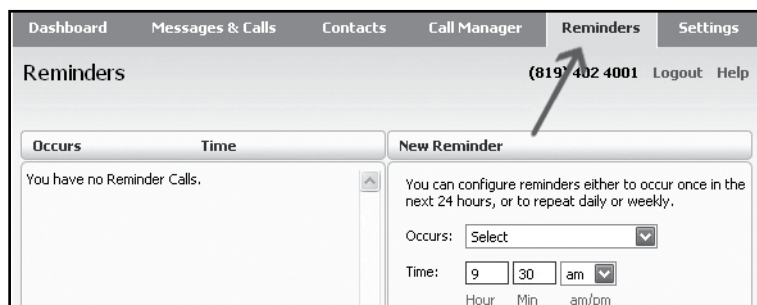
- View a summary of the rules applied to the principal services that have been activated or deactivated.
- Configure your *Call Forwarding* service.
- Configure your *Find-Me-Follow-Me* service.
- Configure your call screening services.



“REMINDER CALL” TAB

In this tab, you can:

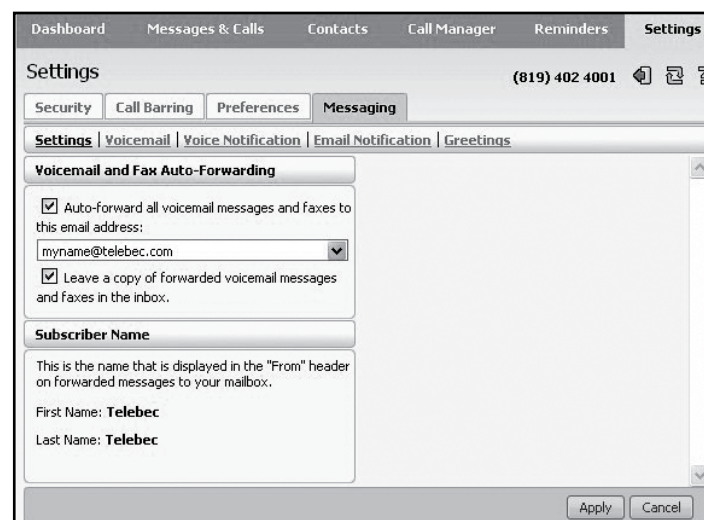
- Configure a *Reminder Call* on your phone to remind you of an appointment or to wake you up every morning!
- Configure your phone to ring at a certain time, regularly, every week or every day, or only once.
- Delete *Reminder Calls*.



“SETTINGS” TAB

In this tab, you can:

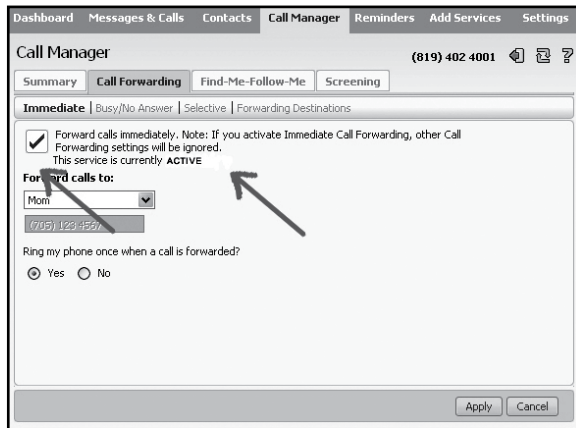
- Security tab: Change your Web password and your NIP.
- Call Barring tab: Set ban outgoing call.
- Preferences tab: Set your call forwarding features.
- Messaging tab: Set your Voicemail settings.
 - ◇ Settings tab: Set an e-mail address that will be used to receive your voice messages in your mailbox and to listen to them in a “.wav” format.
 - ◇ Voicemail tab:
 - > Time saver settings
 - Skip the PIN
 - Save messages automatically
 - Change Auto-play features
 - ◇ Voice Notification tab: Be notified, at any telephone number, whenever you have a voicemail message.
 - ◇ E-mail Notification tab: Set other e-mail or SMS (cellular) addresses to which e-mail notifications will be sent when voice messages are received in your Voicemail.
 - ◇ Greetings: Allows you to set and to choose the desired greeting.



► ACTIVATING AND DEACTIVATING SERVICES BY INTERNET:

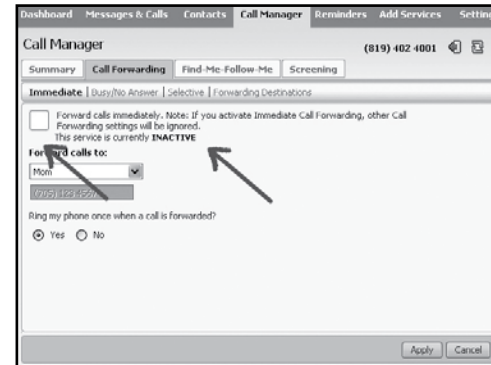
Remember that certain *Call Management Services* can be activated and deactivated by Internet and others, by telephone (see “*Call Management Services – How to use them*”).

When a service is “Active” in the *Call Feature Manager*, a “green checkmark” icon is displayed and the word “ACTIVE” appears at the end of the sentence “This service is currently”.




- To deactivate a service, click on the “green checkmark” icon; . The checkmark will disappear to indicate that the service is inactive.
- **IMPORTANT:** The change will not apply until you click on the “Apply” button.

When a service is “Deactivated” in the *Call Feature Manager*, the word “INACTIVE” appears at the end of the sentence “This service is currently”.



- To activate a service, click in the empty box. A “green checkmark” will appear to indicate that the service is active and the word “ACTIVE” will appear at the end of the sentence “This service is currently”.
- **IMPORTANT:** The change will not apply until you click on the “Apply” button.

Conflict between two services:

In the *Call Feature Manager*, when you activate a service, you may occasionally see a  (exclamation mark) icon. This generally means that the service is interacting with or has been superseded by another service and that it cannot, consequently, be configured the way you wish. You can hover your mouse over this icon for more information about the conflict.

► HELP:

An online “Help” menu is available at all times in *Call Feature Manager*. Please refer to it for a description of the *Call Management Services* and to understand how to enable and disable the services.

► DATA REFRESH:

If your browser window has been open but inactive for a few minutes, new calls will not be visible in your window. You will need to “refresh” the web page to update the data and see your new voice messages.

► END OF SESSION:

(connection idle) It is recommended that you quit your Web session when you have finished. For a security reason, your *Call Feature Manager* session will automatically end after 15 minutes of inactivity (when no changes are applied or no pages are clicked or refreshed for 15 minutes).

► CALL MANAGEMENT SERVICES: HOW TO USE THEM

To better manage your time, your activities, your displacements, to protect your privacy, to ensure your safety or to have better control of your communications, the **Call Management Services** included with the **Télébec Advanced Phone Service** can meet all your needs.

In this guide, you will find useful information on the **Call Management Services** features and the procedure to fully benefit from the advantages that they offer you.

Note: If you have a telephone with a “Flash” key or an equivalent button, you can press this button each time it is indicated in this guide to press on the receiver button.

► **BUSY CALL RETURN (ACTIVATED BY PHONE ONLY)**

When the line you are calling is busy, Busy Call Return monitors the busy line for 30 minutes. You will hear a special ring when the line is free. You can also choose to hear the number and time of the last incoming call before returning the call.

How to use Busy Call Return:

1. If the line is busy, hang up.
2. Pick up the receiver and wait for the dial tone.
3. Dial ***66**.
4. Hang up and *Busy Call Return* will monitor the line for 30 minutes. A distinctive ring (two short rings followed by one long one) will let you know when the line is free.
5. Pick up the receiver when you hear the rings and *Busy Call Return* will automatically dial the number for you.

To cancel a Busy Call Return request:

1. Pick up the receiver and wait for the dial tone.
2. Dial ***86**.
3. Your *Busy Call Return* request has been canceled.
4. Hang up.

***** USEFUL INFORMATION ABOUT BUSY CALL RETURN *****

- You can still place or receive calls while waiting for the *Busy Call Return* signal.
- The *Busy Call Return* signal only rings when you are not using the phone. The line requested is monitored for 30 minutes. When this line becomes free, five attempts will be made (one every six minutes) to signal you that the line requested is free. If, after 30 minutes, the call cannot be established, the *Busy Call Return* request will be cancelled.
- *Busy Call Return* works for local and direct-dialed long distance calls in areas with Busy Call Return technology. If *Busy Call Return* cannot be used to return a call, a voice message will let you know.
- *Busy Call Return* works with *Call Waiting*. If you do not respond to the *Call Waiting* tone, you can dial *66 when you complete your call to find out the number of the waiting call and return the call or, if the line is busy, *Busy Call Return* will inform you when the line is free.
- If you have *Three-Way Calling*, you cannot activate *Busy Call Return* (*66) while trying to contact the third person.
- *Busy Call Return* (*66) works for calls placed with *Speed Calling*.

► **CALL BARRING**

Allows you to block certain types of outgoing calls, such as overseas long distance calls or calls to 1 900 numbers. The default setting on this service allows all types of outgoing calls (no features are activated).

Here are the programming codes to “**Activate**” *Call Barring* on certain types of calls using your home phone:

CODES	TYPES OF CALLS BLOCKED
Dial *341	All calls To block ALL calls (local, long distance, etc.) with the exception of emergency numbers (911, 811, 611) and toll-free numbers (example 1 800).
Dial *342	Long distance phone calls To block long distance calls: national calls (within North America, including Alaska and Hawaii) and international calls (overseas).

(continuation)

CODES	TYPES OF CALLS BLOCKED
Dial *343	<p>International</p> <p>To block international (overseas) long distance calls only.</p> <p>TIP: This option can be used if you have dial-up Internet access (by modem) and you want to prevent “autodialer” software from disconnecting your modem, often without your knowledge, and dialing a long distance number to another server overseas, thus entailing considerable long distance charges on your phone bill.</p>
Dial *344	<p>Operator Assistance</p> <p>To block calls requiring the assistance of the operator (411 and 0).</p>
Dial *345	<p>Services with access codes</p> <p>To block calls that allow phone access to Call Management Services, such as *66, *69, *71, etc.</p>
Dial *346	<p>Toll calls</p> <p>To block calls placed to toll numbers (ex. 1 900).</p>

Here are the programming codes to “**deactivate**” *Call Barring* on certain types of calls:

IMPORTANT: You will prompt for a PIN before you will be allowed to deactivate these features. This PIN number is the same as the one used for *Remote Access to Call Forwarding*.

CODES	TYPES OF CALLS BLOCKED
Dial *351	<p>All calls</p> <p>To deactivate <i>Call Barring</i> on ALL calls (local, long distance, etc.) Emergency numbers (911, 811, 611) and toll-free numbers (example 1 800) are not affected. This function lets you re-establish all type of calls.</p>

(continuation)

CODES	TYPES OF CALLS BLOCKED
Dial *352	<p>Long distance phone calls</p> <p>To deactivate <i>Call Barring</i> on long distance calls: national calls (within North America, including Alaska and Hawaii) and international calls (overseas);</p>
Dial *353	<p>International</p> <p>To deactivate barring of international (overseas) long distance calls only.</p>
Dial *354	<p>Operator Assistance</p> <p>To deactivate barring of calls requiring operator assistance (411 and 0).</p>
Dial *355	<p>Services with access codes</p> <p>To deactivate barring of calls that allow phone access to Call Management Services, such as *66, *69, *71, etc.</p>
Dial *356	<p>Toll calls</p> <p>To deactivate barring of calls placed to toll numbers (ex. 1 900).</p>

Activation by Internet

1. Access the **Call Feature Manager** web-tool at: <http://telephony.telebec.com>.
2. Go to the “**Settings**” tab.
3. “**Call Barring**” sub-tab.

You can block the same types of calls that you can by phone (see table above).

Note that the “**Blocking functions that change the line**” feature can only be accessed through the *Call Feature Manager* web-tool. It can be used to block any changes to your phone service. For instance, this feature can prevent someone else from changing your *Call Forwarding*, *Reminder Call* and *Find-Me-Follow-Me* settings.

► **CALL DISPLAY BLOCKING (ACTIVATED BY PHONE ONLY)**

To block the display of your name and phone number before you place a call, but not permanently.

Dial *67	To temporarily block the display of your name and phone number to the person you are calling. Pick up the receiver and dial *67, then dial the number you wish to call. Display of your name and number will resume when you hang up.
-----------------	---

► **CALL DISPLAY /NAME DISPLAY**

You can see the caller's number and name before you answer if the phone is equipped with a display window.

With Visual Call Waiting, you can see the name and number of the second caller when you are already on the line. And, since you know who is calling, you can decide whether to take the second call or not.

Dial *65	To activate Call Display.
Dial *85	To deactivate Call Display.

With *Call Display*, you know who is calling before you pick up the receiver so you can personalize your greeting. With this feature, you will see the phone number from where the call is originating by the second ring. So you can decide either to take the call immediately, to return the call at a more appropriate time, or to ignore undesirable calls.

With *Name Display*, both the caller's number and the caller's name are displayed. *Name Display* is very useful when you don't recognize the caller's number.

*** **USEFUL INFORMATION ABOUT CALL DISPLAY AND NAME DISPLAY** ***

- *Call Display* and *Name Display* require a telephone with a display window or a display module added to an existing phone.
- If "Unknown Number" appears on the screen, it means that the call was placed with operator assistance or from an area not equipped with *Call Display* technology.
- "Private Number" or "Private Call" means that the caller has intentionally blocked the display of his or her number.

- You may not always be able to call back numbers that are displayed as they may have originated from a telephone that cannot receive calls, such as payphones.
- *Call Display* and *Name Display* only work with calls placed from areas with *Call Display* technology.
- Certain phones equipped with a display window are not compatible with *Visual Call Display*.

► **CALL FORWARDING – BUSY**

Allows you to redirect all of your calls to a predetermined number of your choice, only when your line is busy.

Activating Busy Call Forwarding:

1. Pick up the receiver and wait for a dial tone.
2. Dial ***90**.
3. Listen for three (3) "beeps" followed by a dial tone.
4. Dial the telephone number where calls are to be forwarded – remember to add "1" first for a long distance call, as well as the area code (for all calls).
5. When someone answers, stay on the line for at least five seconds before hanging up. *Call Forwarding* is now activated.

If there is no answer or the line is busy:

1. Repeat preceding steps 1 through 3.
2. Hang up. *Call Forwarding* is activated even though there was no answer.

If you dial a wrong number:

1. Press the receiver button briefly and start over.

To cancel Busy Call Forwarding:

1. Pick up the receiver and wait for a dial tone.
2. Dial *91.
3. Listen for two (2) “beeps”.
4. Hang up. *Call Forwarding* is now cancelled.

Activation by Internet

1. Access the **Call Feature Manager** web-tool at <http://telephony.telebec.com>.
2. Open the “**Call Manager**” tab.
3. “**Call Forwarding**” sub-tab.
4. Choose “**Busy/No Answer**”.

Refer to **Online Help** for a more detailed explanation.

► CALL FORWARDING – IMMEDIATE

Redirects all of your calls to a predetermined number of your choice.

With this service, you can have your calls forwarded to the phone number where you are located, and even to your cell phone, your pager, or your voicemail box, so you won’t miss any important calls. When the service is activated, your phone does not receive any calls.

Activating Call Forwarding:

1. Pick up the receiver and wait for a dial tone.
2. Dial *72.
3. Listen for three (3) “beeps” followed by a dial tone.
4. Dial the telephone number where calls are to be forwarded. Remember to add “1” if it is a long distance call, and the area code (for all numbers).
5. When someone answers, stay on the line for at least five seconds before hanging up. *Call Forwarding* is now activated.

If there is no answer or the line is busy:

1. Repeat preceding steps 1 through 3.
2. Hang up. *Call Forwarding* is activated even though there was no answer.

If you dial a wrong number:

1. Press the receiver button briefly and start over.

To cancel Call Forwarding:

1. Pick up the receiver and wait for a dial tone.
2. Dial *73.
3. Listen for two (2) “beeps”.
4. Hang up. *Call Forwarding* is now cancelled.

*** USEFUL INFORMATION ABOUT CALL FORWARDING ***

- If you forward calls to a long distance number, the usual long distance charges apply and will be billed to your account.
- Should you attempt to establish *Call Forwarding* when it is already activated, you will hear a fast busy signal.
- Once *Call Forwarding* is established, you can place calls but you can’t receive any.
- Your telephone will emit a short ring whenever a call is forwarded. You can choose not to hear this ring by accessing the *Call Feature Manager* web-tool, opening the *Call Forwarding* tab, and unchecking “Ring my phone once when a call is forwarded?”.
- *Call Forwarding* remains activated until you cancel it.

Priority between Call Forwarding and Voicemail

- In our system, *Call Forwarding* (*immediate, busy, no answer* and *selective*) is programmed by default to forward calls after 18 seconds.
- *Voicemail* is programmed by default to receive messages after 21 seconds.
- If your *Voicemail* is activated, the *Call Forwarding* features (*immediate, busy, no answer* and *selective*) will have priority. This means that, if you receive a call and a *Call Forwarding* feature is activated, the call will be redirected to the number you pre-programmed, rather than to your *Voicemail*.
- You can change the number of seconds before your calls are forwarded to your *Voicemail* by accessing the *Call Feature Manager* web-tool, opening the “Settings” tab, and then “Preferences”. However, we suggest that you leave your *Voicemail* set at 21 seconds (or more), so that when *Call Forwarding* is active, it will always have priority over your *Voicemail*.
- The number of seconds in *Call Forwarding* cannot be modified.

Activation by Internet

1. Access the **Call Feature Manager** web-tool at:
<http://telephony.telebec.com>.
2. Open the “**Call Manager**” tab.
3. the “**Call Forwarding**” sub-tab.
4. Choose “**Immediately**”.

Refer to **Online Help** for a more detailed explanation.

► CALL FORWARDING – NO ANSWER

Redirects your calls to a predetermined number of your choice only when the calls are not answered. You still hear the phone ring.

Activating No Answer Call Forwarding:

1. Pick up the receiver and wait for a dial tone.
2. Dial ***92**.
3. Listen for three (3) “beeps” followed by a dial tone.
4. Dial the telephone number where calls are to be forwarded – remember to add “1” first for a long distance call, as well as the area code (for all calls).
5. When someone answers, stay on the line for at least five seconds before hanging up. *Call Forwarding* is now activated.

If there is no answer or the line is busy:

1. Repeat preceding steps 1 through 3.
2. Hang up. *Call Forwarding* is activated even though there was no answer.

If you dial a wrong number:

1. Press the receiver button briefly and start over.

To cancel Call Forwarding:

1. Pick up the receiver and wait for a dial tone.
2. Dial ***93**.
3. Listen for two (2) “beeps”.
4. Hang up. *Call Forwarding* is now cancelled.

Activation by Internet

1. Access the **Call Feature Manager** web-tool at: <http://telephony.telebec.com>.
2. Open the “**Call Manager**” tab.
3. The “**Call Forwarding**” sub-tab.
4. Choose “**Busy/No Answer**”.

Refer to **Online Help** for a more detailed explanation.

► CALL FORWARDING – SELECTIVE

Redirects calls from certain numbers only, to a predetermined number of your choice.

To access Selective Call Forwarding:

1. Dial *63.
2. Use the feature codes below:

Here is a list of codes to use in the Selective Call Forwarding menu:

- 0** To hear the Main Menu instructions.
- 3** To activate and deactivate *Selective Call Forwarding*.
- #** To add a number to the list, followed by 01 to add the last incoming call to the list, or another number.
- 1** To review the list of numbers, followed by 07 to remove a number from the list.
- *** To remove a number from the list.
- 08** To remove all numbers from the list.
- 09** To remove only anonymous numbers from the list.

Note: Always review your list after making any changes, to confirm that your modifications have been saved.

*** USEFUL INFORMATION ABOUT SELECTIVE CALL FORWARDING ***

- The codes may be used while listening to the instructions to speed things up.
- Telephone numbers may contain 10 or 7 digits only.
- *Selective Call Forwarding* has priority over *Immediate Call Forwarding*, *Busy Call Forwarding*, as well as *No Answer Call Forwarding*.

Activation by Internet

1. Access the **Call Feature Manager** web-tool at <http://telephony.telebec.com>.
2. Open the “**Call Manager**” tab.
3. The “**Call Forwarding**” sub-tab.
4. Choose “**Selected Callers**”.

Refer to **Online Help** for a more detailed explanation.

► CALL TRACE (ACTIVATED BY PHONE ONLY)

Allows you to have the number of the last incoming call traced if it is a harassing or threatening call.

Feel safer and ensure your peace of mind with *Call Trace*. This feature can trace the number of the last incoming call if it is a harassing or threatening call.

The number can be recorded and you can, if you wish, call in the police to have steps taken against the caller. *Call Trace* is admissible as evidence in court.

To activate Call Trace:

1. Hang up after receiving a harassing or threatening call.
2. Pick up the receiver and wait for a dial tone.
3. Dial *57.
4. Stay on the line until you hear the following message:
“The last incoming call has been traced. The procedure for following up on this trace is to contact your service provider.”
5. Hang up.
6. Call your local police station immediately (Télébec will only supply the traced number to the police if the latter requests it.)

**** *USEFUL INFORMATION ABOUT CALL TRACE * ****

- *Call Trace* only works for the last incoming call. If you receive another call or a *Call Waiting* tone before you activate *Call Trace*, the last call or the waiting call will be traced rather than the threatening call.
- Télébec records the caller's number and will only release it to the police, if the police so request. You are not informed of the caller's telephone number.
- You can use *Call Trace* from any telephone set on your line.
- *Call Trace* currently only works for local and direct-dialed long distance calls in areas with *Call Trace* technology. If *Call Trace* is unable to trace the call, a voice message will let you know.

► CALL WAITING

You can put one call on hold while you take a second call. This service is always active.

No more missed calls thanks to *Call Waiting*. If you are on the phone and a second call comes in for you, you hear a soft "beep".

To answer the second call:

After you hear the "beep" warning you that you have a call waiting, press the receiver button briefly. Your first call will be placed on hold and you will automatically be connected with the second caller.

To switch from one call to another:

Press the receiver button briefly. Your conversations with each caller remain private.

To end one of the calls:

Press the receiver button briefly and continue your conversation with the remaining caller.

To activate Call Waiting Cut-Off:

This service also has a *Call Waiting Cut-Off* feature that allows you to disable *Call Waiting* temporarily during an important telephone conversation, or during data transmissions by fax or by modem. If you do not disable *Call Waiting* and you receive a call while you are transmitting data or a fax, your connection will be lost.

To cancel Call Waiting temporarily:

Before placing a call or connecting your modem or fax:

- Pick up the receiver and wait for a dial tone.
- Dial ***70**. Listen for the dial tone again.
- Dial the phone number you wish to call.

While a call is in progress (excluding *Three-Way Calling*):

1. Press the receiver button briefly and your caller will be placed on hold. Listen for a dial tone.
2. Dial ***70**. Listen for the dial tone again.
3. *Call Waiting* will be temporarily disabled and you will automatically be reconnected with your caller.

***** USEFUL INFORMATION ABOUT CALL WAITING *****

- *Call Waiting* does not work if two or more extensions are in use simultaneously or if *Three-Way Calling* has been established.
- With *Call Waiting*, callers will hear your telephone ringing, not a busy signal. If you do not answer the second call within 10 seconds, you will hear a reminder "beep".
- If you are cut off, hang up. Wait for your phone to ring and pick up the receiver.
- When *Call Waiting Cut-Off* is activated, callers will get a busy signal or will be redirected to your *Voicemail*. *Call Waiting* will be restored automatically when you hang up.

► DO NOT DISTURB

Allows you to block all calls. Callers are automatically directed to your Voicemail box or, if it is deactivated, they will hear a message stating that you are not taking calls.

Dial *78	To block all incoming calls.
Dial *79	To cancel the Do Not Disturb option.

***** USEFUL INFORMATION ABOUT DO NOT DISTURB *****

- *Do Not Disturb* is absent for **Privacy Pack** subscribers as the service functions in conjunction with *Selective Call Acceptance*. To achieve the *Do Not Disturb* effect, simply activate *Selective Call Acceptance* with no numbers in your selective acceptance list.

Activation by Internet

1. Access the **Call Feature Manager** web-tool at <http://telephony.telebec.com>.
 2. Go to the “**Call Manager**” tab.
 3. “**Screening**” sub-tab.
- Refer to **Online Help** for a more detailed explanation.

► FIND-ME-FOLLOW-ME (ACTIVATED BY INTERNET ONLY)

Allows incoming calls to be transferred to one or more other phone numbers. Depending on the rules that you define, the destination phones may ring simultaneously or one after another until someone answers.

Configuration and Activation by Internet

1. Access the **Call Feature Manager** web-tool at:
<http://telephony.telebec.com>.
2. Go to the “**Call Manager**” tab.
3. Open the “**Find-Me-Follow-Me**” sub-tab.

Refer to **Online Help** for a more detailed explanation.

Activation by phone:

Once you have programmed the *Find-Me-Follow-Me* feature via the *Call Feature Manager* web-tool, you will be able to deactivate it completely by phone (as well as turn it on again the same way, with the same settings you programmed online).

If you programmed the numbers to ring ALL at the same time (simultaneously):

- To activate simultaneous *Find-Me-Follow-Me*, dial ***361**.
- To deactivate simultaneous *Find-Me-Follow-Me*, dial ***362**.

If you programmed the numbers to ring one after another:

- To activate consecutive *Find-Me-Follow-Me*, dial ***371**.
- To deactivate consecutive *Find-Me-Follow-Me*, dial ***372**.

***** USEFUL INFORMATION ABOUT FIND-ME-FOLLOW-ME *****

- If you program in a phone number that generates a **long distance call** from your phone number, be sure to **enter 1** before the area code (example: 1 819 123-4567).
- When you add *Find-Me-Follow-Me* rules via the *Call Feature Manager* web-tool, it is important that your *Voicemail* not be entered as the first rule, since it will then take all of the messages without allowing the other phone numbers to ring.
- If you want your *Voicemail* to take the messages after all of the numbers have rung, you may enter your *Voicemail Remote Access* number as the last *Find-Me-Follow-Me* rule. This is the *Voicemail Remote Access* number that you were given when you subscribed to the service.

► LAST CALL RETURN (ACTIVATED BY PHONE ONLY)

Allows you to find out the telephone number of the last person who called you, whether or not you answered the phone, and to automatically return the call. If the line is busy, Last Call Return will monitor the line for 30 minutes and notify you when the line becomes free.

How to use Last Call Return:

1. Pick up the receiver and wait for the dial tone.
2. Dial ***69**.
3. A voice message will tell you the number of the last incoming call and ask you whether you wish the number dialed for you.
4. To return the call, press 1.
5. If the line is busy, hang up. *Last Call Return* will monitor the line for 30 minutes and let you know (two short rings followed by one long one) when the line is free.
6. Pick up the receiver when you hear the rings and *Last Call Return* will automatically dial the number for you.

To cancel a Last Call Return request (if you had already pressed 1):

1. Pick up the receiver and wait for the dial tone
2. Dial *89.
3. Your *Last Call Return* request has been cancelled.
4. Hang up.

***** USEFUL INFORMATION ABOUT LAST CALL RETURN *****

- *Last Call Return* works for local and direct-dialed long distance calls in areas that have this technology. If *Last Call Return* cannot be used to return a call, a voice message will let you know.
- *Last Call Return* cannot be used to return a call if the caller has blocked number display.
- *Last Call Return* works with *Call Waiting*. If you do not respond to the *Call Waiting* tone, you can dial *69 when you complete your call to find out the number of the waiting call.
- *Last Call Return* works for calls placed with *Speed Calling*.

► PERMANENT CALL DISPLAY BLOCKING
(ACTIVATED BY INTERNET ONLY)

Allows you to **permanently** block the display of your name and number before you place a call. This feature may be activated and deactivated according to your needs.

UNLISTED NUMBER

If you are currently paying for an unlisted telephone number, this option will be checked by default in the Call Feature Manager web-tool. This option **MUST REMAIN CHECKED AT ALL TIMES**, otherwise your name and phone number will be displayed when you make calls.

Activation by Internet

1. Access the **Call Feature Manager** web-tool at <http://telephony.telebec.com>.
 2. Open the “Settings” Tab.
 3. “Preferences” sub-tab.
 4. “Call Display Preferences”.
 5. “Block all the time my caller ID (Call Display) when making calls.” option.
- Refer to the **Online Help** for a more detailed explanation.

► PERSONALIZED RING
(SUBSCRIPTION REQUIRED)

Allows you to add up to three additional telephone numbers to your primary line. Calls to the additional number(s) go through the main phone line, but have a distinct ring tone for each number consisting of short and/or long tones.

NOT A SUBSCRIBER YET?

If you wish to subscribe to **Personalized Ring**, just call our Customer Service at **1 888 TÉLÉBEC (835-3232)** or visit our Web site at www.telebec.com/telephony.

***** USEFUL INFORMATION ABOUT PERSONALIZED RING *****

- Call Management features for additional phone numbers can only be managed with the **Call Feature Manager** web-tool.
- Call Forwarding features activated on an additional phone number cannot be redirected to a long distance phone number.

► PIN MODIFICATION

This personal identification number (PIN) is used to change certain features of your Call Management Services remotely, by telephone – See step 3 of the “Configuration of your new services” section for more details.

To change the PIN by telephone (from home):

1. Pick up the receiver and wait for a dial tone.
2. Dial *319.
3. When prompted, enter your actual four-digit PIN.
4. You will then be prompted to input a new four-digit PIN.
5. A message will confirm that your PIN has been correctly changed.

To change the PIN by Internet

The PIN number can also be changed by Internet with the **Call Feature Manager** tool.

1. Access the **Call Feature Manager** web-tool at <http://telephony.telebec.com>.
2. Open the “Settings” tab.
3. The “Security” sub-tab

Refer to **Online Help** for a more detailed explanation.

► PRIVACY PACK

(SUBSCRIPTION REQUIRED)

The Privacy Pack includes the following four (4) features that allow you to filter important and/or unwanted calls:

- Selective Call Acceptance
- Selective Call Rejection
- Anonymous Call Rejection
- Priority Call

Not a subscriber yet?

If you wish to subscribe to **Privacy Pack**, just call our Customer Service at **1 888 TÉLÉBEC (835-3232)** or visit our Web site at www.telebec.com/telephony.

Already a Privacy Pack subscriber? Please find usage instructions below:

SELECTIVE CALL ACCEPTANCE (subscription to Privacy Pack required)

Included in the *Privacy Pack*, this feature allows you to block all incoming calls except for those in your pre-configured list of up to 10 numbers.

To access *Selective Call Acceptance*:

1. Pick up the receiver and wait for the dial tone.
2. Dial *64.
3. Use the feature codes below:

Here is a list of codes to use in the *Selective Call Acceptance* menu:

- 0** to hear the Main Menu instructions.
- 3** to activate and deactivate *Selective Call Acceptance*.
- #** to add a number to the list, followed by 01 to add the last incoming call to the list, or another number.
- 1** to review the list of numbers, followed by 07 to remove a number from the list.
- *** to remove a number from the list.
- 08** to remove all numbers from the list.
- 09** to remove only anonymous numbers from the list.

Note: Always review your list after making any changes, to confirm that your modifications have been saved.

*** USEFUL INFORMATION ABOUT SELECTIVE CALL ACCEPTANCE ***

- The codes may be used while listening to the instructions, to speed things up.
- *Selective Call Acceptance* works in conjunction with *Do Not Disturb*. As such, activating or deactivating either service causes the other to be activated or deactivated. A full *Do Not Disturb* effect is achieved by removing all numbers from your *Selective Call Acceptance* list.

Activation by Internet

1. Access the **Call Feature Management** web-tool at <http://telephony.telebec.com>
2. Open the “**Call Manager**” tab.
3. Go to the “**Screening**” sub-tab.
4. Choose “**Selective Call Acceptance**”.

Refer to **Online Help** for a more detailed explanation.

SELECTIVE CALL REJECTION (subscription to *Privacy Pack* required)

Included in the *Privacy Pack*, this feature allows you to select a list of up to 10 numbers from which incoming calls will automatically be rejected. Callers will hear a message announcing that incoming calls from the number in question are not being accepted.

To access *Selective Call Rejection*:

1. Pick up the receiver and wait for the dial tone.
2. Dial *60.
3. Use the feature codes below:

Here is a list of codes to use in the *Selective Call Rejection* menu:

- 0** to hear the Main Menu instructions.
- 3** to activate and deactivate *Selective Call Rejection*.
- #** to add a number to the list, followed by 01 to add the last incoming call to the list, or another number.
- 1** to review the list of numbers, followed by 07 to remove a number from the list.
- *** To remove a number from the list.
- 08** to remove all numbers from the list.
- 09** to remove only anonymous numbers from the list.

Note: Always review your list after making any changes, to confirm that your modifications have been saved.

*** USEFUL INFORMATION ABOUT SELECTIVE CALL REJECTION ***

- Calls are selectively rejected by this service before any type of forwarding can be applied.
- *Selective Call Rejection* takes priority over *Anonymous Call Rejection*. As such, callers on the selective rejection list will hear the selective rejection announcement.
- Rejected calls will not appear in any of your calling lists.

Activation by Internet

1. Access the **Call Feature Management** web-tool at <http://telephony.telebec.com>.
2. Open the “**Call Manager**” tab.
3. Go to the “**Screening**” sub-tab.
4. Choose “**Selective Call Rejection**”.

Refer to **Online Help** for a more detailed explanation.

ANONYMOUS CALL REJECTION (subscription to *Privacy Pack* required)

Included in the *Privacy Pack*, this feature allows you to block incoming calls from withheld names and phone numbers. Callers will hear a message announcing that anonymous calls are not being accepted.

Dial *77	To activate <i>Anonymous Call Rejection</i> .
Dial *87	To deactivate <i>Anonymous Call Rejection</i> .

Activation by Internet

1. Access the **Call Feature Management** web-tool at <http://telephony.telebec.com>
2. Open the “**Call Manager**” tab.
3. Go to the “**Screening**” sub-tab.
4. Choose “**Anonymous Call Rejection**”.

Refer to **Online Help** for a more detailed explanation.

PRIORITY CALL (subscription to *Privacy Pack* required)

Included in the *Privacy Pack*, this feature allows you to prioritize your calls by assigning a distinctive ringtone to a list of up to 10 numbers.

To access *Priority Call*:

1. Pick up the receiver and wait for the dial tone.
2. Dial *61.
3. Use the feature codes below:

Here is a list of codes to use in the *Priority Call* menu:

- 0** to hear the Main Menu instructions.
- 3** to activate and deactivate *Priority Call*.
- #** to add a number to the list, followed by 01 to add the last incoming call to the list, or another number.
- 1** to review the list of numbers, followed by 07 to remove a number from the list.
- *** to remove a number from the list.
- 08** to remove all numbers from the list.
- 09** to remove only anonymous numbers from the list.

Note: Always review your list after making any changes, to confirm that your modifications have been saved.

***** USEFUL INFORMATION FOR PRIORITY CALL *****

- *Personalized Ring* subscribers may wish to avoid activating *Priority Call* as both services use ringtones that may be similar (or identical if you have a third additional line).

Activation by Internet

1. Access the **Call Feature Management** web-tool at <http://telephony.telebec.com>
2. Open the “**Call Manager**” tab.
3. Go to the “**Screening**” sub-tab.
4. Choose “**Priority Call**”.

Refer to **Online Help** for a more detailed explanation.

► REMINDER CALL

Allows you to have your phone ring at a specific time, like an alarm, to remind you of an appointment, or to wake you up in the morning. If you do not answer, Reminder Call will ring one more time, one minute later.

You can choose to program an “**individual**” *Reminder Call* to ring within 24 hours. You can also choose to program a “**regular**” *Reminder Call* to ring at a regular time every day, or once a week.

ACTIVATION BY PHONE:

INDIVIDUAL REMINDER CALL:

To activate an individual Reminder Call:

1. Dial *310.
2. Enter the time of the desired Reminder Call in a 24-hour format, then press the pound sign (#).
3. A voice message will confirm the activation of *Reminder Call* and will offer you the choice of canceling it if you wish.

To delete all individual Reminder Calls:

1. Dial *311.
2. Hang up.

To check your individual Reminder Calls:

1. Dial *313.

To delete a single individual Reminder Call:

1. Dial *313 to check the list of your active *Reminder Calls*.
2. Hang up.
3. Dial *312.
4. Indicate the time of the one-time *Reminder Call* you wish to delete, then press the pound sign (#).
5. Hang up.

REGULAR REMINDER CALL:

To activate a regular Reminder Call:

1. Dial ***314**.
2. Enter the time of the desired *Reminder Call* in a 24-hour format, then press star (*).
3. A message will ask you to choose from the following frequencies:
 - (1) to (7), (1) being every Monday and (7) being every Sunday
 - (8) every weekday
 - (9) every day
4. A voice message will confirm that the *Reminder Call* has been activated and will offer you the choice to cancel it if you wish.

To delete all regular Reminder Calls:

1. Dial ***315**.
2. Hang up.

To check the list of regular Reminder Calls:

1. Dial ***317**.

To delete a single regular Reminder Call:

1. Dial ***317** to check the list of your active reminder calls.
2. Hang up.
3. Dial ***316**.
4. Indicate the day and time of the reminder call that you wish to delete, then press the pound sign (#).
5. Hang up.

Activation by Internet

1. Access the **Call Feature Manager** web-tool at <http://telephony.telebec.com>
 2. Open the “Reminders” tab.
- Refer to **Online Help** for a more detailed explanation.

► REMOTE ACCESS TO CALL FORWARDING

Allows remote access to the Call Forwarding features when you are away.

To access Remote Access features:

1. Call the **Remote Access number** that you were given when you subscribed.
2. Enter your home phone number (10 digits).
3. Enter your Personal Identification Number (PIN) (see “Configuration of your new services” section).
4. Enter the “programming code” associated with the desired feature.

To use *Remote Access to Call Forwarding*, dial the same “programming codes” described later in this guide for *Call Forwarding (immediate, busy, no answer, selective)*. Expect about one minute delay between the selection of programming codes and the remote activation (or deactivation) of *Call Forwarding* functions.

► SPEED CALLING

Allows you to use an abbreviated 1 or 2-digit code to dial a phone number, instead of dialing the whole number.

To program a 1-digit code (between 2 and 9):

1. Pick up the receiver and wait for a dial tone.
2. Dial ***74**.
3. Listen for three (3) “beeps” followed by a dial tone.
4. Enter a code between 2 and 9.

5. Enter the phone number you wish to program – remember to add 1 first for a long distance call, as well as the area code (for all calls).
6. Listen for two (2) “beeps”. Hang up. The telephone number and its associated code are now programmed.

To program a 2-digit code (between 20 and 49):

1. Pick up the receiver and wait for a dial tone.
2. Dial *75.
3. Listen for three (3) “beeps” followed by a dial tone.
4. Enter a code between 20 and 49.
5. Enter the phone number you wish to program – remember to add 1 first for a long distance call, as well as the area code (for all calls).
6. Listen for two (2) “beeps”. Hang up. The phone number and its associated code are now programmed.

To remove a Speed Calling code (by Internet only):

To remove a telephone number and its associated 2-digit code, you must use the *Call Feature Manager* web-tool:

1. Go online to: <http://telephony.telebec.com>.
2. Input your phone number and password, and then click on the “Contacts” tab.
3. Click on the “Speed Calling” sub-tab.
4. In your list of *Speed Calling* codes, click on the one you wish to remove, then click on the “trash” icon on the right.

How to use Speed Calling:

To use *Speed Calling* to dial a programmed number:

1. Pick up the receiver.
2. Dial the 2-digit code, followed by the pound sign (#).
3. The phone number will dial itself.

Activation by Internet

1. Access the **Call Feature Manager** web-tool at <http://telephony.telebec.com>.
 2. Go to the “**Contacts**” tab.
 3. Open the “**Speed Calling**” sub-tab.
- Refer to the **Online Help** for a more detailed explanation.

▶ THREE-WAY CALLING (ACTIVATED BY PHONE ONLY)

Allows you to converse with two other people at different phone numbers.

To add a third person to the conversation:

1. Ask the person with whom you are speaking to stay on the line.
2. Press the receiver button briefly.
3. Listen for three (3) “beeps” and the dial tone.
4. Dial the number of the person you want to bring in on the conversation.
5. When the third person answers, press the receiver button again.
Three-Way Calling is now established.

If there is no answer, if you reach a voice mailbox, or if the line is busy:

1. Press the receiver button twice. You are now reconnected to your first caller.
2. If you want to try to reach another person, press the receiver button briefly again.
3. Listen for three (3) “beeps” and the dial tone.
4. Dial the phone number.

If you dial a wrong number:

1. Press the receiver button three (3) times.
2. Listen for three (3) “beeps” and the dial tone.
3. Dial the telephone number again.

To end communication with the third person:

Press the receiver button briefly. You will be reconnected to your first caller.

Please note that the people you have called can hang up at any time without breaking the connection. If you hang up, however, the connection will be cut, because you established the *Three-Way Calling*.

*** USEFUL INFORMATION ABOUT THREE-WAY CALLING ***

- *Call Waiting* is automatically canceled when you use *Three-Way Calling*. If someone tries to reach you while you are on a three-way call, the call will be forwarded to your *Voicemail* or, if *Voicemail* is deactivated, the caller will hear a busy signal.

► VOICEMAIL AND MESSAGE WAITING INDICATOR

Allows your callers to leave a message in a voice mailbox. If your phone is equipped with a Message Waiting Indicator, an indicator light will blink. When you pick up the receiver, an audible signal will let you know that a message is waiting in the voice mailbox.

With *Voicemail*, all of your calls will be answered with a personal greeting, even when you are already on the phone or unable to answer. An intermittent dial tone or indicator light will tell you when you have messages.

Your messages are saved so that you can listen to them whenever you like, day or night, from any Touch-tone phone or cell phone.

You can listen to your messages from your home, your office or anywhere else. *Voicemail* is easy to use thanks to the voice prompts that tell you what to do step by step. Your *Voicemail* password ensures security and privacy.

To access your voice mailbox:

1. Dial ***98** (or ***99**) depending on your area from your phone (*if you are calling from a different phone number, dial the Voicemail remote access number that was supplied with your subscription. Once you have entered your 10-digit telephone number and your password, follow the voice prompts*).
2. Follow the *Voicemail* prompts to listen to your messages, save them, or delete them, and to change your greeting and your password.

Using the Voicemail system menus

Please refer to the “**Voicemail at-a-glance**” table at the end of this guide, for an outline of all the *Voicemail* system menus.

*** USEFUL INFORMATION ABOUT VOICEMAIL ***

- Maximum length of the greeting: 30 seconds.
- Unheard messages are saved for: indefinitely.
- Messages are saved for: 10 days.
- Maximum number of messages that can be saved: 150 (including archived messages) each no more than 1 minute long.
- If you have a phone equipped with a display screen, the screen will display “Message waiting” or “Voice mailbox” and the indicator light will blink to let you know that you have messages.
- The distinctive (intermittent) dial tone, indicating that you have a message in your voice mailbox, will not prevent you from making or receiving calls. Call as you would normally.
- Lost or forgotten password: call Télébec Technical Support by dialing 611.
- With *Call Waiting*, your unanswered calls will automatically be redirected to your *Voicemail*.
- The number of rings of your *Voicemail* can be changed by Internet in the “Settings” tab of the *Call Feature Manager*.
- With *Call Forwarding*, you can automatically forward your calls to *Voicemail* when you don’t want to be disturbed.
- In the service options, it is possible for an incoming caller to record a message even if your line is busy. A message will indicate to the caller that you are on the phone and they may leave a message for you. Please note that when the line is busy (a combination of the phone off the hook without conversation or placing of a call) the incoming call will not go to *Call Waiting* but will be forwarded directly to your *Voicemail*.

Activation by Internet

1. Access the **Call Feature Manager** web-tool at <http://telephony.telebec.com>.
2. Go to the “**Dashboard**” tab or “**Messages & Calls**” tab.
3. Open the “**Speed Calling**” sub-tab.

Refer to the **Online Help** for a more detailed explanation.

► VOICEMAIL TO EMAIL (CONFIGURED BY INTERNET ONLY)

VoiceMail to E-mail is a complement to the VoiceMail. This service allows you to redirect your voice messages to an e-mail address, for instance at home, at the office, to a web-based address such as Hotmail or to a cell phone.

Warning: For a cell phone redirection, you must already be subscribed to a cellular Data service from your provider.

This means that a “*.wav” file of the voicemail message will be redirected to your defined e-mail address on which you will be able to click and listen the message without connecting remotely to your Mailbox. However, take note that Message Waiting Indicator (light on the phone and stutter dial tone) will not be removed when you listen to your message through your e-mail.

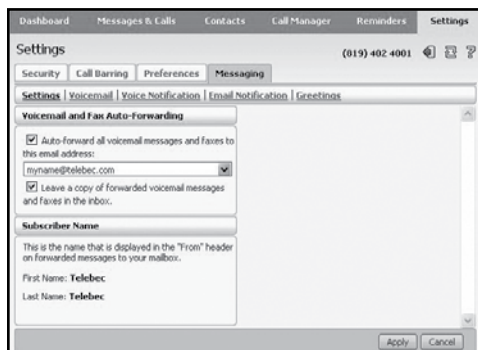
In addition, the **VoiceMail to E-mail** service could send a notification e-mail and/or SMS (Short Message Service) notification to any addresses other than the one on which Mailbox redirection is defined. Those notifications are Text only format and will inform you that someone left you a voice message. Unlike redirect, you will need to connect remotely to your VoiceMail to listen to the message left by the caller.

IMPORTANT:

Make sure that your VoiceMail is initialized before you use the VoiceMail to E-mail option (see “Initializing your VoiceMail” - Step 1).

Redirect voice messages to a Mailbox:

1. Access the **Call Feature Manager** web-tool at <http://telephony.telebec.com>.
2. Enter your 10-digit telephone number (without spaces).
3. Enter your personal password (PIN).
4. Click on “**Settings**” tab on the top right corner of the menu window and on the sub-tab “**Messaging**”.



5. In “**Messaging**” menu, you have to click on “**Settings**” sub-tab and check “**Auto-forward all voicemail messages to this e-mail address:**”.
6. Enter an e-mail address on which you want to receive a redirect of voice messages left in your VoiceMail (ex: yourname@hotmail.com or yourname@office.com or yourname@email address (associated to your Blackberry or other cell phone).
7. Check “**Leave a copy of forwarded voicemail messages in the inbox:**”.

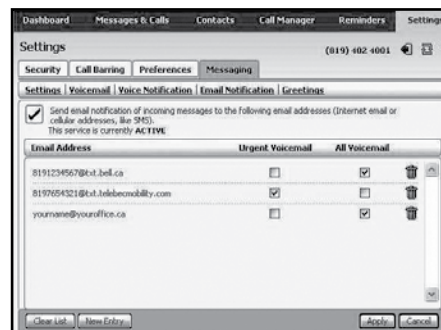
IMPORTANT:

By unchecking this box, all voice messages will automatically be erased from your VoiceMail when they are transferred into your mailbox.

8. Click on **Apply**.

Notification by E-mail and SMS

As previously identified, these next steps will show you how you can receive a notification message to one or more e-mail addresses as well as your cell phone via a short text message (SMS).



1. At the “**Messaging**” tab (under “**Settings**”) click on “**E-mail**” sub-tab (to receive notification by E-mail or SMS other than the one that you defined on Step 6).
2. Check box “**Send e-mail notification of incoming messages to the following addresses**”.

- Click on button “**New Entry**” for starting to create a list of e-mail addresses or SMS (for instance: 8191234567@txt.telebecmobility.com or 8191234567@txt.bell.ca).

Wondering how to retrieve your SMS address? Simply compose a SMS with your cell phone and send it to your e-mail address. Your SMS address will appear on the e-mail received.

Ex.
From to: 8191234567@txt.telebecmobility.com
To: yourname@domain.com

- Check the box corresponding to the types of voice messages you want to receive notification.
- Click on **Apply**.

Your *Voicemail to E-mail* service is now configured! All calls you receive will also be forwarded to the Inbox that you identified in the website of the *Voicemail to E-mail*.

► NEED HELP?

Forgot your password?

If you forgot your password, please call the technical assistance below.

Technical assistance

For technical assistance, please contact us during business week hours by dialing **611** (in the prompt menu, choose **Repair or Technical Support for your telephone service**).

Customer Service

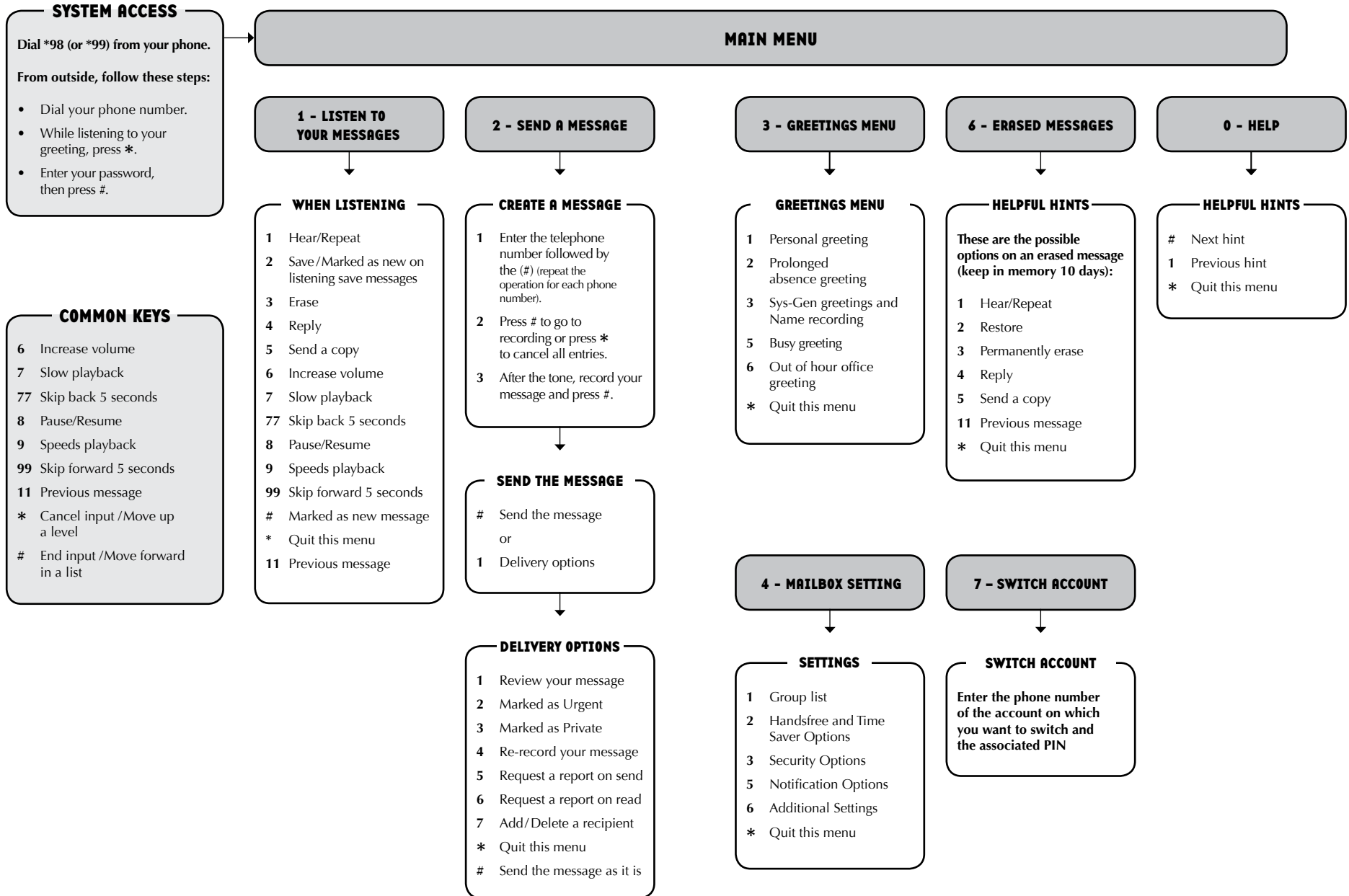
If you have any questions about your telephone service, such as billing, adding or removing other services, please contact us during business week hours:

- Dial **1 888 TÉLÉBEC** (835-3232);
- Enter your residential phone number, including the area code;
- **Press 1** for Telephone service, then;
- **Press 1** for Telephone service, then:
 - **For billing**, press 1;
 - **For a change to your customer file**, press 2;
 - **To order or for more information on our products and services**, press 3.

► QUICK REFERENCE

Here are the main programming codes for activating and deactivating **Call Management Services** from your Touch-tone phone. Print them and keep them handy.

PROGRAMMING CODES	ACTIVATION	DEACTIVATION
Busy Call Return	*66	*86
Call Display	*65	*85
Call Display Blocking	*67	
Call Forwarding – Busy	*90	*91
Call Forwarding – Immediate	*72	*73
Call Forwarding – No Answer	*92	*93
Call Forwarding – Selective	*63	
Call Trace	*57	
Call Waiting		*70
Do Not Disturb	*78	*79
Find-Me-Follow-Me	*371	*372
Last Call Return	*69	*89
Privacy Pack		
Anonymous Call Rejection	*77	*87
Selective Call Acceptance	*64	
Selective Call Rejection	*60	
Priority Call	*61	
Reminder Call (individual)	*310	*311
Reminder Call (regular)	*314	*315
Speed Calling (1-digit codes)	*74	
Speed Calling (2-digit codes)	*75	
Voicemail	*98 (or *99) + Password	





1 888 TÉLÉBEC
telebec.com/telephony