Phone

HOW THE DIFFERENT OPTIONS WORK

Using the Call Waiting service

(Flash) OR (Liaison)

- To answer a second call (when you hear the long beep) press the Flash or Liaison button.
- To go back to the first caller or to switch from one caller to another, press the Flash or Liaison button.
- To end the first call before answering the second one, simply hang up. The phone will ring and you can answer it.

To temporarily disable Call Waiting

- Dial *70. You'll hear three beeps. These will confirm that the feature is disabled. You'll then hear the normal dial tone and you can dial the number to make your call.
- The Call Waiting service will automatically be reactivated when you hang up the phone.
- With the visual Call Waiting service, the name and number of the caller will appear on your screen when you are already on the phone.

If you want to cancel Call Waiting when you are already on the phone.

(Flash) OR (Liaison)

- Press the Flash or Liaison button. Dial *70. You'll hear three beeps. These will confirm the service is disabled. You'll then return to your conversation. This option will be cancelled once you've hung up.

Using the Call Forwarding service
Call Forwarding *72

- Pick up your phone's receiver.
- Dial *72. You will hear three beeps.
- Dial the phone number to which you want to forward your calls. If someone answers, inform them that you have activated call forwarding and your calls will be sent to their number and hang up. If the line is busy or if no one answers, simply hang up. Dial *72 again and the number to which you want to forward your calls. You will hear three beeps. Hang up to confirm.

To cancel the Call Forwarding service

- Pick up your phone's receiver.
- Dial *73. You will hear three beeps.
- Hang up.

For your information:
The Call Forwarding service allows you to redirect your calls to any number, including to a cellphone.

To activate Remote Call Forwarding

450 250-7273   819 445-7273

- Pick up your phone's receiver.
- Dial 450 250-7273 or 819 445-7273 and follow the instructions.
- When requested, dial your phone's number and then press #.
- When requested, enter your PIN (a 4-digit number activated upon request by Groupe Maskatel) and then press #.
- When you are asked to enter the access code for call forwarding, dial *72, you will hear a normal dial tone.
- Enter the number where you want your calls forwarded. You will hear two beeps. Hang up.

To disable Remote Call Forwarding

450 250-7273   819 445-7273

- Dial 450 250-7273 or 819 445-7273 and follow the instructions.
- When requested, dial your phone's number and then press #.
- When requested, enter your 4-digit PIN and then press #.
- When you are asked to enter the access code for call forwarding, dial *73. You will hear two beeps. Hang up.

Using the Three-way calling service

(Flash) OR (Liaison)

- Call the first person.
- Press the Flash or Liaison button to put the call on hold and wait to hear the three short beeps followed by the normal dial tone.
- Dial the telephone number of the second caller.
- You can speak to the second caller, the first caller will not hear your conversation.
- To activate three-way calling, press again on the Flash or Liaison button.
- If the telephone number of the second caller is busy or they do not pick up, press the Flash or Liaison button twice to go back to the first caller.
- If you receive the call first, you can still enable this feature by calling the second caller and pressing the Flash or Liaison button. You will hear three beeps followed by the normal dial tone. You will activate three-way calling by pressing the Flash or Liaison button again.

Using the Speed dial feature
Speed dial *74
Speed dial lets you program up to eight phone numbers on your keypad's numbers (2 to 9).

Phone

To program or modify a phone number

- Pick up your phone's receiver
- Dial *74. You will hear a slow dial tone.
- Press the number on your phone's keypad you want associated with the phone number (from 2 to 9).
- Dial the number of the phone you want to store in your phone's memory, including the 1 for long-distance numbers and the area code followed by the #.
- You will hear two beeps followed by a quick dial tone.
- Hang up.

Using the Speed dial service

- Pick up your phone's receiver
- Using your keypad, press the number (2 to 9) associated with the phone number you want to call, then press #.

Using the Phone number blocking service
- Dial *60
- Listen to the message: if it says that this feature is disabled, you must press 3 to activate it.

  If the feature is activated, go to the next step.
- Press #.
- Dial the number you want to block, then press #.

With *60, you can block up to 10 phone numbers. These callers will no longer be able to reach your phone number.

WARNING
If the person whose number you want to block is a client of Maskatel, you can block them at any time. However, if the number belongs to a person who is a client of another phone company, you will only be able to block the last call received.

To disable the Phone number blocking service

- Dial #60

- Press *

- Dial the phone number you no longer want to block and press *.

Using the Call Blocking service
Call blocking *67

Before making your call, dial *67 in order to hide your name and phone number. The person you call will see a confidential name / Confidential number displayed on their screen.

However, if the person you call dials *57, your phone number will be saved at the telephone exchange.

Using the Call trace service
Call trace *57

Hang up after receiving the call you want to trace. Pick up your receiver again and press *57. A recorded message will confirm that the caller was identified. Press "1" to trace the most recent call received, then hang up.

It is important to take note of the precise date and time when you use *57.

You must then contact your local police to obtain the number of the caller.

As a security measure, no information about the caller can be given directly to you. The phone company must, as per the law, only give this information to the police.

This feature costs $5 per line per call traced, up to $20 per month. You will only be charged if the call was successfully traced.

Using the Last Call Return service
Last call return *69

Dial *69. A recorded message will tell you the number of the last call you received. Press "1" to return the call.

Using the Anonymous call rejection service
Anonymous call rejection *77

To activate it
- Pick up the receiver
- Dial *77. From then on, callers with hidden phone numbers will have to display their number to reach you.
- When these callers will try to reach you, a recorded message will notify them that because they are hiding their number, they will not be able to reach you.

To disable
Pick up your phone's receiver.
Dial *87

Phone

Configuring your voicemail

- From your home, dial *98
- Enter your PIN. You've been assigned a temporary PIN: the 4 last digits of your phone number followed by #.
- For security reasons, you will need to change this PIN.

The recorded message on your voicemail will guide you through the steps you need to follow.
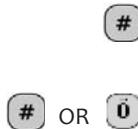
Modifying your PIN
- Enter your new PIN. This can contain from 4 to 20 digits, followed by #2.
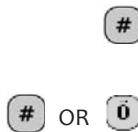- Confirm your new PIN, then press #.

Recording your voicemail message
- Dictate your voicemail message and press #
- Your message will be repeated back to you. If you are satisfied, press # or press "0" to modify it.

Recording your name
- Dictate your name and press #
- Your name will be repeated back to you. If you are satisfied, press # or press "0" to modify it.

YOUR VOICEMAIL IS NOW CONFIGURED

Your voicemail already comes with a pre-recorded message that states your phone number. You can temporarily keep it but we suggest you personalize it, especially if you have a confidential phone number.

Additionally, you will be unable to take your messages from a remote location as long as your voicemail has not been fully configured.

How to access your voicemail
- To take your messages from your home, dial *98 and then enter your PIN and #.
- To take your messages from another location, dial your phone number. When the voicemail message begins, press * followed by your PIN and #.

Voicemail: Main menu options

- To listen to your message(s), press "1"
- To send a message, press "2"
- To exit the voicemail and start over, press "3"
- To change the options of your voicemail, press "4"
- To recover deleted message(s) press "5" (this will only work if you have not exited your voicemail. After deleting your messages and hanging up, your messages will automatically be deleted.)
- To get help, press "0"
- To exit, press *

Listening to your messages (Option 1 on the main menu)

- To hear a message again, press "1"
- To save a message, press "2"
- To delete a message, press "3"
- To listen to the next message, press #
- To listen to the previous message, press "1"
- To repeat a message, including the time and date, press "88"
- When you are listening to a message, you can at any time:
- Press "7" to go back
- Press "8" to pause
- Press "9" to quickly fast-forward

Phone

CHANGING THE OPTIONS OF YOUR VOICEMAIL
(Option 4 on the main menu)

- Press # to select the option you want to modify
- Voicemail message: record a new voicemail message.
- PIN: Change your personal identification number
- Number list: Allows you to send a message to many users at once.
- Direct access.

- Modify the time and date, press "1"

- Modify the automatic start function, which means you will no longer have to enter your PIN, press "2"

- Automatic content gives you access to all the menus by bypassing instructions on your voicemail (recommended only for advanced users), press "3"

Recovering a deleted message
(Option 5 on the main menu)

- To hear a message again, press "1"

- To recover a message, press "2"

- To permanently delete a message, press "3"

- To transfer a message, press "4"

- To send a copy of your message, press "5"

- To listen to the next message, press #

- To listen to the previous message, press "11"

- To return to the main menu, press *

When you are listening to a message, you can at any time:

- Press "7" to rewind by 5 seconds

- Press "8" to pause

- Press 9 to fast-forward by 5 seconds

Note:
If you have not listened to all your messages, the indicator light will remain on and you will hear a stutter dial tone.

Important Note

Limits of your voicemail
Please note that your voicemail limits the messages stored by length, number, space, and time.

Residential voicemail

Maximum space: **20 Mb**
(equal to about 30 minutes)

Maximum number of messages: **30**

Length: **maximum of 60 seconds**

Messages remain on your voicemail until you listen to them.

You will be able to save your messages indefinitely as long as you do not exceed the limit of messages or space on your voicemail.

When you delete a message, it has been erased and can only be recovered if you have not hung up.

Commercial voicemail

Maximum space: **60 Mb**
(equal to about 90 minutes)

Maximum number of messages: **50**

Length: **maximum of 120 seconds**

Messages, whether you've listened to them or not, will only be stored in your voicemail for **30 days.**

When you delete a message, it has been erased and can only be recovered if you have not hung up.