



Digital Home Phone – Calling Features

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

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 Forwarding

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

Call Forwarding is handled on the Eyesurf side of things. Please call customer service to turn Call Forwarding on or off. (Note: We are currently developing a self-service portal where you can log into, and configure this yourself)

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.

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

Voice Mail & Call Answer:

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 our voicemail access number at **519-804-9740**. It will ask you to enter your phone number. Be sure to enter your phone number with the leading "1". So if your number was 519-555-1234, you would enter 15195551234. Next, it will ask you for your password, and you will be able to access your account as normal.

Q: Can I setup Voice Mail to Email?

A: Yes. Please call customer service at 519-804-7873

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** Listen to new messages
 - **1** Re-listen to current message
 - **4** Save current message
 - **7** Delete current message
- **2** Listen to saved messages
 - **1** Re-listen to current message
 - **4** Save current message
 - **7** Delete current message
- **5** Advanced options
 - **1** Record a new greeting
 - **6** Change your password
 - **0** Return to main menu
 - **4** Record your temporary message
- **#** Exit

- After recording a message (incoming message, busy/unavailable greeting, or name)
 - **1** – Review message
 - **2** – Accept/Save message
 - **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.