

**Customize phone lines, and
work remotely.
It couldn't be easier.**

Commercial Phone Full User Guide

Access**Business Phone**



**BUSINESS
SOLUTIONS**

Important Numbers

24/7 Customer Service | 1-866-271-8981

For customer care and billing inquiries: **Press 1**

To report trouble with an existing service or technical support: **Press 2**

To speak with a member of our Sales Executive team: **Press 3**

To speak with your Relationship Manager: **Press 4**

Fax (Head Office): 306-565-5395

Email: commercialsales.coordinator@myaccess.coop

Phone Number

Voicemail Password

Welcome to AccessBusiness Phone.

Dedicated to your business.

AccessBusiness Phone is a fully customizable telephone service for your business that will save you money.

We can add or remove calling features, change the order of your existing line hunting – all the same day.

Having a reliable service is a top priority for your business, we provide a solution that ensures this is a reality.

Switching is simple. You keep your numbers, your phone jacks and your equipment. We'll customize a package that's right for your business.

AccessBusiness services are delivered with local customer support, 24 hours a day, 7 days a week and 365 days a year – a service you can trust and rely on.

It's Time To Make The Switch To Access.

AccessBusiness Phone comes with the following features:

- ✓ Unlimited Local Calling
- ✓ Voicemail
- ✓ Call Display (Name & Number)
- ✓ Visual Call Waiting
- ✓ Basic White Pages Listing
- ✓ Caller ID Block
- ✓ Caller ID Block Release
- ✓ Repair & Maintenance
- ✓ Enhanced Emergency Service
- ✓ Access to Directory Assistance
- ✓ Access to Operator Services
- ✓ Call Trace
- ✓ Automatic Call Back
- ✓ Automatic Recall
- ✓ Message Relay Service

Unlimited Local Calling

Place 'direct dial' calls to any land-line or wireless telephone number within your local exchange, free of charge (i.e. numbers that don't require the long distance designation '1' or '0'). The service fully supports 10-digit dialing

Voicemail

What would a great phone service be without Voicemail? Check out our standard features below.

Standard Voicemail features

Greeting Length	240 Seconds
Extended Absence	Yes
Stored# Of Message Max	100
Max Message Length	240 Seconds
New Messages Saved For	30 Days
Saved Messages Saved For	30 Days
Trashed Messages Saved For	7 Days
TUI Distribution Lists	Yes - Optional add-on
TUI Members Per List	Yes - Optional add-on
Outcall Notification	Yes
Future Delivery	Yes - up to 364 days
Pin Length Min	4
Pin Length Max	20
Pin Length Default	7

For Standard Voicemail menu options, see Voice Mailbox Navigational Chart (**Page 20**).

Retrieving messages from your own telephone *98

Dial *98 to access your Voicemail from your office. Enter your security code (pin). Follow the prompts to retrieve your messages or access your Voice Messaging features.

Retrieving Messages Away From Home Not at the office? No problem. Access your Voicemail away from the office by dialing the phone number, when you hear your message press * and enter your pin. Or, dial the phone number listed below.

Regina 306-559-6245 (306-559-MAIL)
(includes Coppersands, White City, Emerald Park and Pilot Butte)

Balgonie 306-702-6245
Battlefords 306-499-6245
Bienfait 306-300-6245
Canora 306-710-6245
Esterhazy 306-701-6245
Estevan 306-687-6245
Kamsack 306-709-6245
Melville 306-707-6245
Midale 306-913-6245
Milestone 306-919-6245
Weyburn 306-870-6245
Yorkton 306-708-6245

Initializing Voicemail for the first time

1. From your AccessBusiness Phone dial *98
2. When prompted, press #.
3. Enter your temporary security code. Initially, this is set as your Access Account Number.

Note: For security purposes, please change your pin immediately using the main menu options.

4. Follow system prompts to record your name and personal greeting.
5. Listen to a pre-recorded lesson on how to use your Voice Messaging features.

Your Voicemail is now set up.

Call Display (Name & Number)

If your phone has a three-line display, both the caller's name and number will appear between the first and second ring. On a two-line display phone, only the caller's number will appear.

Visual Call Waiting

You're on the phone for an hour. Did you miss any calls? You don't have to, with Call Waiting. While on the phone, an incoming call is announced—you hear the beeps, and the caller hears the line 'ring'.

To accept the incoming call, quickly press the receiver (hang up) and release. Or, use the 'Flash' or 'Link' button if available on your phone. The first call is placed on hold while you answer the incoming call. Each call remains private.

End either call by hanging up—the other call rings back to you. Toggle between calls by pressing the receiver or 'Flash/Link' buttons.

Disable the Call Waiting feature on a per-call-basis by dialing *70 prior to placing your call. Incoming calls will hear a busy signal, or be forwarded to Voicemail. When you hang up, Call Waiting is restored.

Basic White Pages Listing

With each AccessBusiness Phone line, you get a basic White Pages listing (Name, Address, Phone Number), which appears in both your local telephone directory (paper) and its affiliated online directory.

You will also receive a basic listing (name and number) for Alternate Numbers (up to two additional numbers per line – see under Optional Calling Features). You may list a different name associated with each number, or use a general reference, such as 'Service Line'.

Caller ID Block *67

If you want privacy when dialing out, block the delivery of your Calling Name and Number – on a per-call-basis – by dialing *67 before placing your call. After you hang up, the Caller ID Block is automatically released.

Caller ID Block Release *82

If Caller ID Block is your normal default (for example, if you have an unpublished number), you may wish to ‘unblock’ your number on a per-call-basis – perhaps to call someone who subscribes to Anonymous Call Screening. Dial *82 before placing your call. Your Calling Name and Number will be displayed on the receiving phone.

After you hang up, your default Caller ID Block is automatically restored.

Repair & Maintenance 611

If you are experiencing service issues with your new Access**Business Phone** service, please dial 611 to be routed to the Access**Business Phone** technical service centre.

If your phone is completely out, call 306-565-6641 in Regina or toll free at 1-866-405-7475 from an alternate phone.

Emergency Enhanced Service 911

In an emergency, dial 911. All Enhanced 911 Call Handling Services are available on your Access**Business Phone** lines.

Enhanced 911 gives emergency operators Automatic Location Information (delivered on to their screens at the time they receive your call), as well as call control features such as Call Hold, Off Hook Ringback (Howler), On Hook Ringback (ERB), and Force Disconnect. 911 monthly service fee applies.

Access To Directory Assistance 411

You get standard Directory Assistance access – simply call the numbers listed below. Charges apply as follows:

Call Type		Rate
411: Directory Assistance (Local)	Saskatchewan	\$1.00
1-AREA CODE-555-1212: Long Distance Directory Assistance	All Regions	\$1.00

Access To Operator Services 0

To access Operator Services, dial 0. Charges apply as follows:

Call Type - All Regions

Rate*

Person/Person Operator Assisted

An operator assisted call that confirms the called party is available before connecting the call. Charges are applied to the initiated.

Sent Paid (North America)	\$4.25
Sent Paid (International Destination)	\$8.50
Collect (North America)	\$4.25
Calling Card (North America)	\$4.25
Calling Card (International)	\$8.50

Operator Assisted

An operator assisted call in which a live operator provides assistance in completing the call.

Sent Paid (North America)	\$2.50
Sent Paid (International Destination)	\$6.50
Collect (North America)	\$2.50
Calling Card (North America)	\$2.50
Calling Card (International)	\$6.50

Automated

A call in which an automated operator assistance system was used to complete the call.

Sent Paid (North America)	\$1.75
Sent Paid (International Destination)	\$4.00
Collect (North America)	\$1.75
Calling Card (North America)	\$1.75
Calling Card (International)	\$4.00

***3rd party billing not available**

Long distance rates for operator assisted connected calls

Canada	0.15 per minute
United States	0.15 per minute
International calls	0.50 per minute

Call Trace *57

Have you ever received a threatening or harassing phone call? Initiate a Call Trace by dialing *57 immediately after hanging up.

A Call Trace record is initiated at our Access Central Office.

You can then file a complaint about the offending call with your local police. The details of the Call Trace record are kept confidential, and will only be released to an authorized law enforcement official.

Automatic Call Back *66

Forget to say something? Dial *66 to redial the number you just called. If the line is busy, wait for the prompt, then hang up. A different ring will notify you when the line is free.

Automatic Recall *69

Missed the last call? Dial *69 to call that number. If the line is busy, wait for the prompt, hang up and a different ring will notify you when the line is free.

This feature does not work if the person calling uses Caller ID Block, or if the phone number cannot be identified (i.e. a call from an institution or large business).

Cell phone and international numbers are often not identified for Recall *69 either.

Message Relay Service 711

The Message Relay Service enables customers who are hearing, or speech impaired, and who use a Teletypewriter (TTY) to communicate with others via the telephone. You simply type your conversation to a Relay Agent who then reads the typed conversation to the other party. The Message Relay Service is available 24 hours a day, 7 days a week. There is no charge for using the Relay Service to place local calls and regular long distance rates will apply for long distance calls. Calls placed through the Relay Service are entirely confidential. Relay agents are professionally trained and follow a strict code of ethics. No record of conversation content is retained.

The Teletypewriter equipment is the responsibility of the customer.

You can place a call by dialing the number below, depending on whether you are calling another TTY device or a telephone.

Voice to TTY	dial 1-800-855-0511
TTY to Voice	dial 711
TTY to TTY	dial 1-800-855-1155

Enhanced voicemail features.

Live Message Screening

Have the ability to “listen in” to a voicemail message as it is being recorded. You can also “break in” and connect to the caller mid-message, if desired. To enable this feature, Login into your voicemail. Select settings by pressing option 4; then, Live Message Screening option 9.

It can also be enabled and disabled using the Access**Phone Web Portal** if you subscribe to.

Once enabled, Live Message Screening will work as follows:

- Once the call has gone to voicemail, the ring tone from your phone will change.
- If you now answer the phone you will be connected to the voicemail system and can listen in on the caller leaving the message but they cannot hear you.
- If you wish to answer the caller at any point you press any key to join the call.
- If you do connect with the caller mid-message any partially recorded voicemail message will be discarded

Voicemail Group List

If you regularly need to send messages to a group of contacts, rather than entering each number in turn every time, this feature allows you to set up a group list that contains all these numbers. You can start a list, record a name for the list and then add numbers to it. Then, when you want to send a message, you only need to enter the group list number to send to all the members within the list.

You can only add Access**Phone Voicemail** customers to your group lists.

Announcement Only Mailbox

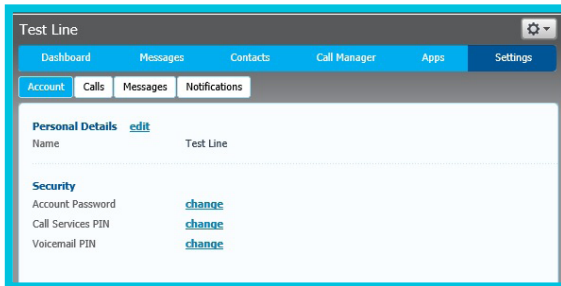
This mailbox only plays a greeting to the caller, and does not provide the opportunity to leave a message. You can record your announcement using the same procedures as a regular voice mailbox (**Page 3**).

Optional Features.

We also offer additional options that allow you to tailor your plan to suit your business's unique needs.

Access**Phone Web Portal**

Access your voicemail, change settings, send your messages to email and more all online, wherever you are.



<https://phone.myaccess.ca>

Voicemail is required to subscribe to this optional feature. Subscriptions to features like call forward, selective call rejection call screening and other optional features are required to have access to those features within the Web Portal.

Initializing The Web Portal

You will need to set up a unique password that is specific to the Access**Phone Web Portal**.

1. Sign into the Access Account Online at <https://account.myaccess.ca/>. (If you are new to Access Account Online, you will require your Access Account Number for registration).
2. Click on the Access**Phone Web Portal** section.
3. Your Username is your 10 digit phone number.
4. Set up your password for Access**Phone Web Portal**.

Note: For added security, the web portal password must be different from your voicemail password.

The web portal password must include a letter, a number, and a special character. The Access-

Phone Web Portal password must be a minimum of 8 characters with a maximum of 20 characters.

The password must contain a combination of alpha, numerical and special characters (!@#\$%^&*~).

There cannot be more than 3 consecutive repeating characters. Groupings of numbers from your phone number cannot appear in the password (specifically the area code, the first three digits and the last four digits as sequenced in your phone number).

Once you have set your password, you can login into the Access**Phone Web Portal** and start adjusting your phone settings and listening to your messages.

To access the Access**Phone Web Portal** please visit <https://phone.myaccess.ca>.

Toll-Free Service: 5¢/min

(One Toll-Free Number is included when requested)

Your customers can contact your business at no charge to them.

Multi - Line Hunting

No more busy signal. This function provides businesses with the ability to publish a single telephone number in the local directory, while having multiple telephone lines available for staff to answer customer calls. This system ensures your customers can always reach someone at your business. Fax/Modem/Alarm (FMA) Line

A secondary line intended for use with Fax, Modem and Alarm type applications. The FMA line supports standard voice calls; however, this line is considered 'un-featured' and cannot support active features such as call waiting.

Call Forwarding

Going somewhere? Too busy to answer? Forward your incoming Calls to a different number (that you specify). There are three ways to Call Forward. Most subscribers use either Call Forward Unconditional or a combination of Call Forward Busy/Delayed.

Forwarded Calls are not re-routed back to your Voicemail if unanswered. When Call Forwarding to a local number does not dial a 1 before the area code or you will receive a fast busy signal and the feature will not activate. In order to Call Forward to a long distance number you must use 1 + area code of the number being Call Forwarded to. If the Forwarded number is long distance, charges will apply to the subscriber not the Caller.

Call Forward Unconditional *72 *73

Call Forward unconditional instantly Forwards to the specified number. To set dial *72, listen for three short tones, and then dial the number to which you want to Forward the Calls. If someone answers the number you have just dialed, keep the line open for at least five seconds, then hang up. If the number is busy or does not answer, hang up. Lift the receiver again, dial *72 again. Dial the number again. Listen for two short tones, and then hang up. Call Forwarding to that number is now active. To cancel Call Forward Universal, dial *73, wait for two short tones, and then hang up.

Call Forward Busy *90/ *91

Call Forward busy will only Call Forward if the line is busy. To set dial *90, listen for three short tones, and then dial the number to which you want to Forward the Calls. If someone answers the number you have just dialed, keep the line open for at least five seconds, then hang up. If the number is busy or does not answer, hang up. Lift the receiver again, dial *90 again. Dial the number again. Listen for two short tones, and then hang up. Call Forwarding to that number is now active. To cancel Call Forward Busy, dial *91, wait for two short tones, and then hang up.

Call Forward Delayed *92/*93 (No Answer)

Call Forward delayed will ring the line 4 times before Call Forwarding to another number. To set dial *92, listen for three short tones, and then dial the number to which you want to Forward the Calls. If someone answers the number you have just dialed, keep the line open for at least five seconds, then hang up. If the number is busy or does not answer, hang up. Lift the receiver again, dial *92 again. Dial the number again. Listen for two short tones, and then hang up. Call Forwarding to that number is now active. To cancel Call Forward Delayed, dial *93, wait for two short tones, and then hang up.

3-Way Calling

Connect with two other people at the same time for a 3-Way phone conversation.

Place your first call. While on a call, press the receiver (hang up) button to put the first caller on hold. Dial the next number. Upon answer, press the receiver again. Now, everyone can start talking (though maybe not all at once!). If you originated the calls, and you hang up, the other connections are terminated.

Call Waiting and Visual Call Waiting features will not work during a 3-Way Call. Incoming calls will hear a busy tone, or be forwarded to Voicemail.

Call Transfer (Requires 3-Way Calling)

You're on the phone, and you want to transfer the call to someone else.

Press the receiver (hang up) button briefly to place your caller on hold. Dial the party to be reached. When the line rings, you can either hang up (cold transfer) which places the caller in direct contact with that party. Or, you can wait and talk to whom ever answers before pressing the receiver to transfer the call (warm transfer). At that point, either remain on the line, or hang up—the call will remain in place. 3-Way Calling is required with Call Transfer.

Alternate Numbers - Select Ring *61

Add up to two additional phone numbers to a line. Each Alternate Number is delivered with a distinctive ring tone, indicating which number had been dialed. An Alternate Number is for incoming calls only. Outbound calls will be placed from the Primary number. When the main line is forwarded to another phone number using *72, calls to the Alternate Numbers are also forwarded.

All phone numbers (Primary and Alternate) share a single Voice Mailbox.

Priority Ring*60

Incoming calls from a list of up to 10 phone numbers you specify are delivered with a distinctive ring tone short-long-short. You can configure this feature with *61 and follow the prompts, or turn this feature on/off and add/remove numbers in the Access**Phone Web Portal**.

Selective Call Rejection

Screen up to 20 numbers with the feature. Calls from numbers on this list are filtered out, and not delivered to your phone.

Dial *60. You'll be prompted to create, delete, or edit a list of phone numbers to be screened.

Dial 0 for instructions.

Dial 3 to turn this feature on or off.

Dial * to remove one or more entries.

Dial 1 to hear the entries on your list. Press 07 to delete the entry.

Dial # to add an entry.

Or you can enable and manage this feature through the Access**Phone Web Portal**.

Anonymous Call Rejection *77 *87

Block the Blocker. If you subscribe to this service, any unidentified calls will be screened out, and not received on your phone. On the other end, a Blocker will hear a busy signal. This feature is enabled by default when you sign up for this feature. To disable the feature dial *87. It will remain disabled until you reinstate the feature by dialing *77.

Do Not Disturb With Selective Call Acceptance *78 *79 *64

When enabled, only calls from a list of 10 numbers you specify will be accepted. No other incoming calls will disturb you.

Configuration can be done with * codes:

- To enable dial *78
- To disable dial *79
- To add numbers to your Selective Call Acceptance dial *64 and follow the prompts

You can also enable/disable and configure your selective acceptance numbers using your Access**Phone Web Portal**.

Verified Account Code

This optional feature allows subscribers to require the correct entry of a 4-digit numeric password before allowing Long Distance calls to be placed on their telephone service. The 4-digit numeric password is selected by the subscriber at the time they order their telephone service or, at a later time when they order the Verified Account Code option. To place a Long Distance call when Verified Account Code is enabled, pick up the handset and dial the Long Distance number you wish to call in the normal fashion by dialing '1' and then the 10-digit number you wish to contact. Once the last digit of the telephone number is entered, callers will hear a second dial tone after which they must dial their pre-determined 4-digit numeric password.

If the password is successfully submitted, the call will be processed normally and the next thing the caller will hear is the called number ring.

If the password is not entered, or entered incorrectly, callers will receive a busy signal.

Call Barring All

Call Barring All blocks all outgoing calls being made from your phone. Calls to 911 emergency services will pass through. Only incoming calls will be allowed.

Call Barring Toll

Call Barring Toll blocks outgoing calls to billable numbers. Announcements are played to subscribers informing them that an outgoing call has been barred.

The types of call that are blocked:

- Long distance
- Operator calls
- Directory calls
- Premium rate calls

Toll-free calls, local calls, access codes and Emergency calls are never blocked.

Unlisted Number

An Unlisted Number means that your Primary or Secondary numbers aren't listed with either the local paper directory or online directories, but are still accessible by Operator or Directory Services. You still display a name and number when placing outgoing calls.

Non-Published Number

The ultimate privacy. Your number is not published, anywhere. Local paper directories, online directories, and Operator and Directory Services do not have access to your phone number. Your outgoing caller ID will be blocked.

Hotline

The Hotline feature causes the line to call a pre-configured number automatically when the phone goes off-hook. This is typically used to implement courtesy and lobby phones.

Warmline

The Warmline feature causes the line to call a pre-configured number if the phone goes off-hook and no digits are dialed in a pre-configured time. An example usage of this feature is for providing the means for elderly subscribers to alert a relative if they can take the phone off-hook, but are unable to dial a number.

Easy Auto Attendant

Ensure your customer calls will be handled effectively 24 hours a day, 7 days a week. Similar to a live operator, Easy Attendant is an automatic call answering service that delivers an interactive menu.

Depending on the options your business wishes to offer, callers can use their phone keypad to:

- Listen to recorded announcements
- Transfer to specific departments or individuals - including the ability to dial by name
- Transfer directly to a voicemail account and leave a message

All features easily managed by business administrators through our **AccessPhone Web Portal** or by phone. Easy Attendant also owns a phone number that can be published.

Easy Auto Attendant is a monthly charge per Auto Attendant.

Setting Up Easy Attendant For The First Time

- 1.** Once the Easy Attendant service has been setup the business administrator of the account can log into the **AccessPhone Web Portal** at <https://phone.myaccess.ca> with the phone number of the Easy Attendant the password. Use the help menu in the upper right corner at any time for more detailed instructions.
- 2.** Choose whether to offer your callers different menus during business hours and outside of business hours. The first time you configure Easy Attendant, you will be asked to make this choice. If you have already been asked, and now wish to change your mind, see switching between schedule/single menu modes before you follow the rest of these instructions.
- 3.** Optionally, Configure a number to forward callers to while your Easy Attendant is turned off. If you skip this step, then until you have finished setting up the service, callers to your Easy Attendant will be played a message saying that the number is unreachable.
- 4.** Configure the menu (or menus) that you wish to offer your callers.
- 5.** If (in Step 3) you chose to offer the option to dial by extension or name, configure the extensions your callers can dial.
- 6.** If (in Step 1) you chose to use different menus during business hours and outside of business hours, configure your business hours.
- 7.** Record your initial greeting and announcements.
- 8.** Turn on Easy Attendant.

Access **Phone Desktop & Mobile App**

Bring the office with you. Access your office voice-mail, change settings, manage contacts, send your messages to email wherever you are. Jump calls between landline, smartphone and tablet devices, instant messaging, seamlessly change calls to video at the touch of a button with no disruptions.

Desktop: Windows 7 & 8 and Mac OS x 10.7 or later.
Mobile App is supported for iOS and Android Devices.

Voice Mailbox navigation.

Main Menu

- 1 - Message Review
- 2 - Send Message
- 3 - Greetings
- 4 - Settings
- 6 - Deleted Messages
- 0 - Help
- * - Exit

Common Keys

- # – End Input and Move Forward
- * – Cancel Input and Move Up
- 0 – Helpful Hints
- 8 – Pause and Resume Voicemail

From Main Menu:

Message Review <1>

- 1 - Voicemail

Listen to Message

- 1 - Repeat Message from Start
- 11 - Jump to Previous Message
- 2 - Reply to Message
- 3 - Forward Message
- 4 - Slows Message Playback
- 44 - Skip Back 5 Seconds
- 5 - Message Details (Time/date/sender)
- 6 - Speeds Up Message Playback
- 66 - Skip Forward 5 Seconds
- 7 - Erase Message
- 8 - Pause Playback
- 9 - Save Current Message
- # - Move to Next Message

Setup Personal Greeting Follow Prompts

Work with Extended Absence Greeting

- 1 - Turn on
- 2 - Review or Record
- * - Exit

Select System Generated Greeting

- 1 - Choose Type of Greeting
- 2 - Review Recorded Name
- * - Exit

Settings <4>

- 2 - Handsfree or Timesaver Option
- 3 - Security
- 5 - Notifications
- 6 - Additional Setting
- 9 - Live Message Screening
(Available only to commercial customers when subscribed)

Handsfree or Timesaver Option

- 1 - Change Autoplay Options
- 2 - Change Settings for Urgent Messages
- 3 - Change Voicemail Preferences
- * - Exit

Security

- 1 - Change Pin
- 2 - Change Fast Login
- 3 - Change Your Skip PIN Feature
- * - Exit

Notification

- 1 - Message Waiting Indicator (in)Active
- * - Exit

Deleted Messages <6>

Voicemail

- 1 - Repeat
- 2 - Restore
- 3 - Permanently Erase
- 4 - Reply
- 5 - Send Copy
- # - Next Message
- * - Exit

Send Message <2>

Follow Prompts

Greetings <3>

- 1 - Setup Personal Greeting
- 2 - Work with Extended Absence Greeting
- 3 - Select System Generated Greeting or Change Name

Long Distance, the freedom to connect.

Access**Business Phone** offers exceptional long distance rates for customers of all sizes. There are no long-term contracts to sign, no system administration fees, no time-of-day restrictions and no need to switch service providers.

Our long distance helps save you money, you'll never have to worry about how many minutes you use.

Monthly Usage

Up to 1000 minutes: 5¢/min

1001 to 5000 minutes: 4.5¢/min

5001 to 20,000 minutes: 4¢/min

20,001 to 50,000 minutes: 3.5¢/min

50,001 and up: 3¢/min

Rates are for North America calling and the following 30 international countries.

Other international rates start as low as 2.5¢/minute.

International Long Distance Destinations Include:

Argentina	Hong Kong	Puerto Rico
Australia	Hungary	Singapore
Austria	Ireland	South Korea
Belgium	Israel	Spain
China	Italy	Sweden
Denmark	Luxemburg	Switzerland
France	Netherlands	Taiwan
Germany	Norway	Thailand
Greece	Poland	United Kingdom
Guam	Portugal	Virgin Islands

Basic troubleshooting.

Problem	Resolution
My phone doesn't have a dial tone	<ul style="list-style-type: none"> • Make sure no phones are off the hook. • If you're using a cordless phone, verify both the handset and base station have power. • Make sure the telephone cord is securely connected to & to the phone.
One of my phones has a dial tone but the other doesn't.	<ul style="list-style-type: none"> • If the phone that's not working is cordless, verify both the handset & base station have power. • Make sure the telephone cord is securely connected to the wall outlet & to the phone. • Unhook the phone with no dial tone connect a working phone to the same outlet. If it works, there may be a problem with the other phone. If it doesn't, the problem is likely with the outlet.
My phone isn't ringing.	<ul style="list-style-type: none"> • Verify the ringer volume on your phone is turned up.
I can't dial an international number.	<ul style="list-style-type: none"> • Make sure you're not dialing '1' before the number. For international calls you dial '011' first.
When I try to dial out I hear beeps and clicks.	<ul style="list-style-type: none"> • Verify your phone is set to 'tone' & not 'pulse'. • If another phone is working, unhook the phone you can't dial out on & connect a working phone to the same outlet. If it works, there may be a problem with the other phone. If it doesn't, the problem is likely with the outlet.
I'm getting a short and/or single ring on my phone. No one's there when I answer.	<ul style="list-style-type: none"> • You may have Call Forwarding activated. To deactivate Call Forward, dial *73, wait for 3 short tones, then hang up.
I'm getting noise on the line.	<ul style="list-style-type: none"> • If you have a cordless phone, make sure it's charged. Also, try changing channel frequency if your model has this feature. • If you have another phone that doesn't have noise, unhook the phone with noise & connect the working phone to that outlet. If it works, there may be a problem with the other phone. If it doesn't, the problem is likely with the outlet.
When I pick up the phone I hear short beeps.	<ul style="list-style-type: none"> • Verify that you have no messages in your Voicemail.

**Access Communications currently does not support incoming collect calls and 3rd party long distance providers. Agreements with the collect call management companies and alternate long distance providers may become available in the future. Please make the request directly to those providers. Outgoing collect calls are available.*



INTERNET | TV | PHONE | SECURITY

myaccess.ca | 1-866-363-2225