



TELEPHONE

USER GUIDE

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Thank you for choosing CoopTel Telephone Services. As a cooperative, CoopTel's mission is to offer its members state-of-the-art services at competitive prices.

In this guide, you will find information on our telephone options, our long-distance calling plans, how we protect your privacy, and our assistance services.

Please contact us if you need further information. Our client services representatives will be more than happy to answer any question.

OPTIONAL SERVICES

VOICEMAIL

Voicemail takes your messages when you cannot answer or if you are already on the phone. You must configure your voicemail the first time you access it.

Configuring your Voicemail

Dial ***98** from your home phone to access your voicemail.

Creating your PIN

To create your **PIN**:

1. Enter a combination made up of 6-10 numbers followed by **1**.
Important: Your **PIN** cannot be made up of sequential numbers (ex.: 1-2-3-4-5-6).
2. Confirm your **PIN**, then press the **#** key.

Recording your greeting

To record your greeting:

1. Start by recording your name.
2. Press the **#** key to confirm your recording or press **1** to modify it.
3. Record your message or choose from one of the following system-generated messages:
 - For a message that **states your name**, press **2**.
 - For a message that **states your telephone number**, press **3**.
 - For a message that **states neither your name nor your telephone number**, press **4**.
4. After listening to your message, press the **#** key to confirm your recording or press **1** to modify it.

YOUR VOICEMAIL IS NOW CONFIGURED.

Note: You will not be able to retrieve your messages remotely before your voicemail is completely configured.

Accessing your voicemail

To **retrieve your message at home**, dial ***98** from your home phone, then enter your **PIN** followed by the **#** key.

To **retrieve your messages remotely**, dial your phone number. When your voicemail answers, press the ***** key, then enter your **PIN** followed by the **#** key.

Your Voicemail Main Menu

To access your voicemail options:

1. Dial ***98** from your telephone line.
2. Enter your **PIN** followed by the **#** key.
3. Choose one of the following options:
 - To retrieve your messages, press **1**.
 - To send a message, press **2**.
 - To modify your greeting, press **3**.
 - To change your mailbox parameters, press **4**.
 - To retrieve one or several deleted messages, press **6**.
Important: You can retrieve your deleted messages only if you do not leave the voicemail system. If you delete your messages and hang up, you won't be able to retrieve your deleted messages.
 - To get help, press **0**.
 - To leave voicemail, press *****.

Listening to your Voicemail Messages (main menu option 1)

To access the options for listening to messages:

1. Choose option **1** in the main menu.
2. After listening to each message, choose one of the following options:
 - To listen to the message again, press **1**.
 - To mark the message as new, press **2**.
 - To delete the message, press **3**.
 - To answer the message, press **4**.
 - To forward a copy of the message, press **5**.
 - To leave the message as is, press **#**.

Modifying your Voicemail Parameters (main menu option 4)

To modify your voicemail parameters:

1. Choose option **4** in the main menu.
2. Select the parameter you wish to modify:
 - To **modify the group list**, press **1**. The group list allows you to send a message to several people at the same time.
 - To **modify the hands-free mode and the time-saving parameter**, press **2**. Then, choose one of the following options:
 - To choose **automatic playback**, press **1**. With automatic playback you don't have to push any key to listen to messages. However, you have no control over message playback and recordings. **This is an advanced parameter**.
 - To **modify your urgent message parameters**, press **2**.
 - To **modify your voicemail preferences**, press **3**. This parameter allows you to hide the message header (name, date, time) or the message body.

- To **modify your voicemail security settings**, press **3**. Then, choose one of the following options:
 - To modify your **PIN**, press **1**.
 - To **skip your telephone number**, press **2**. This parameter allows you to skip entering your telephone number to access your voicemail. This parameter is deactivated by default. If you wish to activate it, you must enter your telephone number and your voicemail PIN.
 - To skip your **PIN**, press **3**.
- To **modify notifications**, press **5**. Then, choose one of the following options:
 - To **deactivate the message waiting indicator**, press **1**. This parameter is activated by default.
 - To **modify email notification parameters**, press **2**. This function is not offered at this time.
 - To **modify the automated call notification parameters**, press **3**. This function is not offered at this time.
- To **modify additional parameters**, press **6**. Then, choose one of the following options:
 - To **choose the language**, press **3**.
 - To **modify the current language**, press **1**. You will hear a message. Once you hear the desired language, press **1** again.
 - To **modify the language heard by callers**, press **2**. You will hear a message. To configure the first language heard by callers, press **1**. To configure the second language heard by callers, as an option, press **2**.
 - To **modify broadcast options**, press **4**. You will hear a message indicating that marketing broadcasts are activated. To deactivate them, press **1**.
- To **block a message while it is being sent**, press **9**. To activate or deactivate this function, press **1**. If the function is activated, the unanswered call will go to your voicemail. Once the caller is in your mailbox, your telephone ring tone changes. At that time, you can lift the handset, listen to the recording as it is being made or even press **1** to answer the call.

Voicemail Limit

The length and number of your voicemail messages are limited as well as how much space they take up and how long they are stored:

- Maximum space: **100 Mo** (equivalent to about 9 hours of messages).
- Maximum number of messages: **unlimited**
- Message length: **60 second maximum**
- Deletion of unread messages: **no time limit**
- Deletion of unread messages: **no time limit**

Messages are stored until they are listened to. You can store your messages indefinitely as long as you don't exceed your voicemail space limit. When you delete a message, it is erased and is only retrievable if you have not ended the call.

CALL FORWARDING

Automatic Call Forwarding

With the Automatic Call Forwarding function, you can have your incoming calls forwarded to any number, including a cell phone number.

How to configure Automatic Call Forwarding (*72)

To configure automatic call forwarding:

1. Lift the handset and dial ***72**.
2. Wait until you hear two quick beeps.
3. Dial the 10- or 11-digit phone number to which you want your calls to be forwarded. You will hear a message confirming that your calls will be transferred to that number.
4. Hang up.

Disabling Automatic Call Forwarding (*73)

To deactivate automatic call forwarding:

1. Lift the handset and dial ***73**. The system will state that automatic call forwarding has been deactivated.
2. Hang up.

Call Forwarding for Busy

With the Call Forwarding for Busy function, you can forward your incoming calls to another telephone number, such as a cell number, when the line is busy.

How to configure Call Forwarding for Busy (*90)

To configure the call forwarding for busy function:

1. Lift the handset and dial ***90**.
2. Wait until you hear two quick beeps.
3. Dial the 10- or 11-digit phone number to which you want your calls to be forwarded. You will hear a message confirming that your calls will be transferred to that number.
4. Hang up.

Deactivation of Call Forwarding for Busy (*91)

To deactivate call forwarding for busy:

1. Lift the handset and dial ***91**. The system will state that call forwarding for busy is deactivated.
2. Hang up.

Call Forwarding for Unanswered Calls

With the call forwarding for unanswered calls function, you can transfer your incoming calls to another telephone number, such as a cell phone number, if your incoming calls are unanswered.

How to configure Call Forwarding for Unanswered calls (*92)

To configure the call forwarding for unanswered calls function:

1. Lift the handset and dial ***92**.
2. Wait until you hear two quick beeps.
3. Dial the 10- or 11-digit phone number to which you want your calls to be forwarded. You will hear a message confirming that your calls will be transferred to that number.
4. Hang up.

How to deactivate call forwarding for unanswered calls (*93)

To deactivate call forwarding for unanswered calls:

1. Lift the handset and dial ***93**. The system will state that call forwarding for unanswered calls is deactivated.
2. Hang up.

Important: If you activate automatic call forwarding and transfer your calls to a number situated outside of Cooptel's territory and that does not belong to Cooptel, you will be charged long-distance fees.

CALL DISPLAY

The caller's name and phone number are displayed between the first and second ring.

If the person blocked their name and telephone number intentionally, "Unlisted number/Unlisted name" will be displayed on your screen.

Some telephone numbers cannot be displayed. For example, certain cell phone numbers and certain public phone numbers.

To block your name and your telephone number being displayed when you make a call, go to the "Privacy Management" section on [page 15](#).

CALL WAITING

How to use call waiting (*70)

To answer a second call (when you hear the beep), briefly press the **Link** or **Flash** key (or briefly press the receiver button).

To return to the original call or to alternate between calls, briefly press the **Link** or **Flash** key (or briefly press the receiver button).

To end the first call before answering the second call, hang up. The phone will ring, and you will be able to answer the call.

How to temporarily deactivate call waiting (*70)

To temporarily deactivate call waiting:

1. Lift the handset and dial ***70**.
2. Wait until you hear two **beeps**; this confirms the function has been temporarily deactivated.
3. Dial the telephone number of the person you wish to contact.

Anyone who tries to call you during your call will hear a busy signal or their call will be forwarded to your voicemail if you have subscribed to this service.

Call waiting will be automatically reactivated once you hang up.

Tips and advice:

- The second caller will hear a ring tone and not a busy signal.
- After the second beep the call will either be automatically forwarded to your voice mail if you have subscribed to this service, or it will go unanswered.
- You may see the number of an unanswered call through the Number Recall option.
- The call waiting function does not work when three-way calling is activated. Anyone who tries to call you during your call will hear a busy signal or their call will be forwarded to your voicemail if you have subscribed to this service.

CALL WAITING DISPLAY

When you have call waiting, you can see the name and telephone number of the person who is calling on your screen when you are already on the phone. To do this you need:

- A Call Waiting Display compatible phone.
- A subscription to Call Waiting and Call Waiting Display services.

NUMBER RECALL

The number recall or last number redial function allows you to obtain the number of the last person who called you.

How to use last number redial (*69)

To use the last number redial function:

1. Lift the handset and dial ***69**.
2. After listening to the voicemail that indicated the number of the last received call, press **1** to redial it.

If the number you wish to reach is busy, the system will monitor the line for 30 minutes. If the line frees up in those 30 minutes, you will hear a special ring tone on your phone. When you pick up the handset, the number will automatically be dialled.

How to use the Busy Line Redial (*66)

Busy Line Redial monitors the busy line and alerts you as soon as it is free.

To use busy line redial:

1. Lift the handset and dial ***66**.
2. After you hear the voice recording advising you that the line is busy, hang up. The number recall ring tone (two short beeps followed by a long beep) will be heard once the line is free. If the redialled number is busy, this function will monitor the number for 30 minutes and will redial it automatically once it is free.
3. When you hear the number recall ring tone, lift the handset. The telephone number will be automatically redialled.

Tips and advice:

- You can redial the number of the last call you made whether it had been answered or not.
- When the redialled telephone number is busy, a voice recording advises you that the line is busy. Hang up. When the line is free, you will hear two short beeps followed by a long beep. When you hear the number recall ring tone, lift the handset. The telephone number will be automatically redialled.
- You can make and receive calls while waiting for the number recall ring tone.
- You can use number recall to consecutively call more than one telephone number. The number recall ring tone lets you know that a telephone number is now free, without specifying which unless you are subscribed to call display.

THREE-WAY CALLING

Three-Way Calling allows you to call two people at the same time.

To add a third person to the conversation:

1. Ask the person you are speaking with to stay on the line, then press the **Link** or **Flash** key (or briefly press the receiver button).
2. Wait until you hear three **beeps** followed by a dial tone.
3. Dial the third person's telephone number. When they answer, press the **Link** or **Flash** key again (or briefly press the receiver button) to include the third person in the conversation. When the person answers, you can speak with them privately while the other person remains on hold as long as you have not pressed the **Link** or **Flash** key. If the third person's line is busy or if they don't answer or if you dialled the wrong number, press the **Link** or **Flash** key twice (or briefly press the receiver button).

Tips and advice:

- Either of the two called parties may hang up at any time without interrupting the call. If you hang up, the call will be ended.
- The call-waiting and call-waiting display functions do not work if you are on a conference call. The caller will hear a busy signal, or their call will be forwarded to your voicemail if you have subscribed to that service.

SPEED DIAL

Speed dial allows you to save time and avoid looking up the numbers you call most often as well as emergency numbers. You can speed dial up to 8 telephone numbers by dialling a single-digit code.

Speed Dial Activation and Programming (*74)

To activate and program speed dial:

1. Lift the handset and dial ***74**.
2. Dial the desired code (from 2 to 9).
3. Dial the telephone number that you wish to store in memory, including the 1 for long-distance calls as well as the area code, then press the **#** key.
4. Hang up after you hear two **beeps**.

How to use Speed Dial

To use speed dial, lift the handset and dial the desired code, then press the **#** key.

How to Deactivate a Number stored in Memory

You cannot delete a number that is stored in memory, but you can change it to a new number with the following steps:

1. Lift the handset and dial ***74**.
2. Dial the code you wish to change (from 2 to 9) and the new number you wish to store in memory.
3. Hang up after you hear two **beeps**.

Tips and advice:

Keep an up-to-date list of your stored numbers and their associated speed dial codes.

CALL BLOCK

With the call block function, you can direct calls from 12 different numbers to a message explaining that you are not receiving calls at the moment.

Activating Call Block (*60)

To activate Call Block:

1. Lift the handset and dial ***60**.
2. Listen to the message carefully: if it says the function is deactivated, you need to press **3** to activate it.

How to use Call Block (*60)

To use Call Block:

1. Lift the handset and dial ***60**.
2. Follow the instructions.

You can:

- Add a telephone number to your list.
- Delete a telephone number from your list.
- Review the numbers on the list.
- Add the number of the last call received.
- Listen to the instructions again.

Tips and advice:

- When a telephone number cannot be memorized in call block, a vocal message will advise you.
- You can add or delete telephone numbers at any time. You can also add the telephone number of the last received call in the call block memory, even if you don't know the telephone number, by pressing the following keys: **#01#**.
- Calls coming from the call block memorized numbers list are sent to a recorded message, even if you have activated automatic call forwarding.

- Call block works with calls made with automatic dialling.
- You can use the call block function to block calls coming from a private number if it is the last call received on your line. This number will show up as "confidential" on your list.

PERSONALIZED RINGS

The personalized ring function allows you to have up to three telephone numbers on the same phone line, each with its own distinctive ring tone.

Business Phone

You can distinguish between voice and fax calls or even between suppliers and customers.

Home Phone

You can distinguish between calls for parents and calls for the children. Students sharing an apartment can also distinguish their calls (up to three distinctive ring tones).

Ring Tones for Personalized Rings

The 1st ring tone is: long-long.

The 2nd ring tone is: short-long-short.

The 3rd ring tone is: short-short-long.

Tips and advice:

- For a low monthly fee, you may list your personalized rings phone numbers in the phone directory.
- When using the call forwarding function to transfer your calls, the phone that the call is transferred to will have the basic ring, not the distinctive ring or the personalized rings service.
- You can only forward calls from your main number (fax ring tone can continue without being forwarded).
- You can have up to three telephone numbers, but you only have one line.

LONG-DISTANCE SERVICES

LONG-DISTANCE PLANS

Our long-distance plans allow you to make long-distance calls in North America at competitive prices:

- Plan 1: 7¢/minute:
 - Calls in Canada and the United States (except Alaska and Hawaii)
 - Offered to Cooptel residential and business customers
- Plan 2: 2¢/minute:
 - Calls in Canada and the United States (except Alaska and Hawaii)
 - Network access fee of \$2.95 per month per line.
- Plan 3: \$17.95/month:
 - Unlimited calls in Canada and the United States (except Alaska and Hawaii)
 - Fixed fee of \$17.95/month, regardless of the number of calls made.
- Plan 4: \$10.00/month:
 - Unlimited calls in Québec
 - 5¢/minute in Canada and the United States (except Alaska and Hawaii)
 - Offered to residential customers only.
- Plan 6: \$5.00/month:
 - Unlimited calls in Québec
 - 1,000 minutes in Canada and the United States (except Alaska and Hawaii)
 - 2¢/per additional minute
 - Offered to residential customers only.

RESTRICTING LONG-DISTANCE CALLS

Long-distance call restriction allows you to limit your line to local calls to avoid long-distance calls.

There are no service fees for activating this function. However, there is a \$10 service fee to deactivate or reactivate it.

Useful Information: This is useful when you have roommates or boarders. Cooptel can refuse to issue a calling card to a residential subscriber who has long-distance service restrictions.

PRIVACY MANAGEMENT

Your right to privacy is fundamental to us. This is why we offer telephone services that strike a fair balance between your right to privacy and that of the people who call you. We offer you blocking options that allow you to protect your privacy by blocking the display of your name and phone number when you make a call.

CALL DISPLAY

If you subscribe to the caller display service, you can see the name and telephone number of most of your callers.

People you call can also see your name and telephone number. If you have several telephone numbers, you can choose the one that displays when you make a phone call. Contact our Customer Service department to take advantage of this option.

CALL BLOCKING AND TRACING

Occasional Name and Number Blocking (*67)

Before dialling a telephone number, dial ***67** to block the display of your name and phone number. The person you are calling will see the display “Confidential name/Confidential number” on their phone screen. However, if the person you are calling dials ***57**, your telephone number will be recorded at the telephone exchange facility. This service is free of charge.

Permanent Name Blocking

You can permanently change the display of your name to “Confidential name”. If the person you are calling subscribes to a caller display service, they will see this message instead of your name, however, your phone number will still be displayed. This service is free of charge. Contact our Customer Service department to take advantage of this option.

Permanent Name and Number Blocking

This option allows you to permanently block the display of your name and phone number.

The display of your telephone number is not blocked for calls to 9-1-1.

If you use call display blocking for calls to the United States, your name will not be displayed. However, your phone number will be displayed if the American telephone company does not respect call display blocking.

This option is not free. Monthly fees apply. However, clients whose number is not published in the 411-directory benefit from this option automatically and at no cost.

Call Tracing (*57)

This service allows you to trace the telephone number of the last unwanted call received.

To use call tracing:

1. Hang up after answering the unwanted call.
2. Lift the handset and dial ***57**. A voice message will inform you that the call has been traced.
3. Hang up and, if required, call the police so that appropriate actions can be taken against the caller.

Each traced call incurs a cost of \$5 up to a maximum of \$10 per month. These costs apply even if you do not contact the police.

Call tracing must only be used in serious situations where you intend to act against the caller (in cases of harassment or threats). The traced number will only be transmitted to the police on condition that it has legal authority.

This option traces only the last call received. If you answer another call or hear the call waiting **beep**, the first call cannot be traced.

DIRECTORY REGISTRATION

When you subscribe to our telephone services, your name and phone number are published free of charge in your local telephone directory. This information will be available through the directory assistance service (411) and Internet number search sites, depending on how often they are updated. **We are not responsible for errors in the directory.**

If you do not wish for your name and number to be published in the directory, monthly fees apply.

ASSISTANCE SERVICES

EMERGENCY SERVICES (911)

To reach emergency services (fire department, police, ambulance) dial 911.

OPERATOR ASSISTANCE (0)

You may reach an operator 24 hours a day, 7 days a week, by dialling 0. Fees apply.

DIRECTORY ASSISTANCE (411)

Fees are applicable for each use of this service.

Dial 411 to get a phone number in Canada.

To find a number outside of Canada, dial 1 + area code + 555-1212.

For toll-free number directory assistance, dial 1-800-555-1212.

QUÉBEC 511

Dial 511 to get all the information you need to plan your trips safely and efficiently across the Québec road network.

TECHNICAL SUPPORT AND REPAIR SERVICES (611)

If you are having problems with your telephone line, call our technical support service by dialling 611 (from a Cooptel network telephone line) or 450-532-3141 or 1-866-532-2252 (from any other network).

INFO-SANTÉ 811

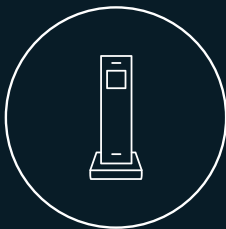
Dial 811 to get medical advice from a qualified nurse. This service is free and is available 24 hours a day, 7 days a week.

RELAY SERVICES FOR THE HEARING-IMPAIRED (711)

This service aids you if you are using a telecommunications device for the hearing impaired (TTY), a teletypewriter or any other specialized device to make or receive calls.

MOT DE PASSE DE VOTRE BOÎTE VOCALE: _____

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.



POUR NOUS JOINDRE

Service à la clientèle

450 532-2667 (COOP)
1 888 532-2667 (COOP)
solutions@Cooptel.qc.ca

Heures d'ouverture

Lundi au mercredi de 8 h30 à 17h
Jeudi au vendredi de 8 h30 à 18h
Le samedi de 9 h à 17h

Soutien technique

450 532-3141
1 866 532-2252
support@Cooptel.qc.ca

Heures d'ouverture

Lundi au vendredi de 8 h à 21h
Samedi et dimanche de 9 h à 21h
(sauf le 25 décembre et le 1^{er} janvier)