COOPTEL CALL MANAGER (CCM)

- User Guide -

To access your CCM service, dial ✱95

You will hear the following menu:
• To manage your *Do Not Disturb* feature, press **1**
• To manage your call completion management feature, press **2**
• To hear this menu again press ✱

Important note
You can automatically add the last number that has called you to your blocked numbers list simply by dialing ✱**96**.

OPTION 1
«DO NOT DISTURB» MODE

As soon as you press 1 on the main menu, you will automatically activate your *Do Not Disturb* feature.

After dialing 1 on the main menu, you will hear the following submenu:
• Your *Do Not Disturb* feature is now enabled (or disabled)
• To change your *Do Not Disturb* function to «off» (or «on» as appropriate), press **1**
• To change your override code, press **4**
• To change the menu language, press **5**
• To hear this menu again, press ✱

Note
Your default override code is **9182**.

OPTION 2
CALL TERMINATION MANAGEMENT

After dialing 2 on the main menu, you will hear the following submenu:
• To add the last caller to your blocked numbers list, press **0**
• To add a number to your blocked numbers list, press **1**
• To unblock a number from your blocked numbers list, press **2**
• To unblock all numbers in your blocked numbers list, press **3**
• To add a number to your list of authorized numbers, press **4**
• To change the language of the menu options, press **5**
• To activate this service, press **6**
• To disable this service, press **7**
• To block private callers, press **8**
• To allow private callers, press **9**
• To repeat these instructions, press✱

Basic operation:

• A subscription to Cooptel's GAC service includes*95 functions (to use telephone service management functions), as well as *96 (to automatically add the last incoming number to your list of blocked numbers). Your service can also be managed on the web portal. Consult the complementary guide to this one for Internet management, for more details to the latter subject.

• By subscribing, all your calls from an unknown system number will be challenged by default. If you accept the call, the number will automatically be added to your list of authorized numbers.

• If you activate the Do Not Disturb function, a caller can reach you by component of the exemption code. On the other hand, in case of emergency and that the caller does not know your exemption code, he will have to stay online for over 20 seconds so that his call is routed.

SOME DEFINITIONS :

Do not disturb: You will not receive calls within the time slots specified unless a caller knows your override code.

Exemption Code: A 4-digit code allowing the caller to reach you, even if you have activated the *Do Not Disturb* function.

Private Caller: Even if you have caller ID on your telephone service, it is possible for callers to block their number. You can block them without knowing their number.

Another tip
If you have not done so already, Cooptel strongly recommends that you subscribe (no charge) to the service of the National List of Telecommunications Numbers CRTC Excluded (DNCL) by accessing the following website: *https://lnnte-dncl.gc.ca/en*.

If you require technical assistance regarding the GAC service, please contact our technical support group at 1-866-532-2252. For any other information please contact our customer service at 1-888-532-2667.

To serve you is our pleasure!

CONTACT US

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

Hours of Operation
Monday to Wednesday from 8:30 am to 5 pm
Thursday to Friday from 8:30 am to 6 pm
Saturday 9 am to 5 pm

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

Hours of Operation
Monday to Friday from 8 am to 9 pm
Saturday and Sunday from 9 am to 9 pm
(except December 25 and January 1)

Cooptel

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the unexpected