



CANQUEST COMMUNICATIONS (ONLINE) Inc.



Quick User Guide Basic Phone Operation

For detailed information please

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Key	Call Features
*67	Block Caller ID (per call). Dial “*67” + “number”. No dial tone is played in the middle.
*72	Call Forward: Dial “*72” and then the forwarding number followed by “#”. Wait for dial tone and hang up. (dial tone indicates successful forward)
*73	Cancel Call Forward. To cancel “Call Forward”, dial “*73”, wait for dial tone, then hang up.
*98	Accessing Voice Mail. Dial *98 then follow the prompts.
**	Redials last number entered.

CALL FORWARD

All incoming calls will be forwarded.

- 1) Pick up your phone.
- 2) After hearing the dial tone, input (*72), listen to prompt then forwarding number then (#) or wait for time out
- 3) Wait for dial tone and hang up.
- 4) Dial (*73) to cancel Forward.

Check Voicemail

- 1) Dial *98
- 2) Press 1 for “Voicemail”
- 3) Press 2 to listen
- 4) Press 7 to delete

Setup Voicemail

- 1) Dial *98
- 2) Press 3 to go into “Personal Options”
- 3) Press 3 to go into “Greetings”
- 4) Press 2 to go into Personal Message
- 5) Press 2 to record your own message
- 6) Press # to finish recording
- 7) Press # to confirm
- 8) Hang up handset, voicemail is now setup.

Remote Access Voicemail

Access your voicemail anywhere, any time

- 1) Dial 1-866-290-9003
- 2) Enter your account number (1+ 10 digits of your phone number), followed by #.
- 3) Enter your PIN, followed by # .

Troubleshooting

If you do experience any issues with the phone quality, or if you’re not getting dial tone, there are a few things you can try yourself.

Please Try this First.

- 1) First is unplug your router, and our phone ATA (shown in the diagram below). Wait 1 to 2 minutes. Plug the units back in and wait one or two mins for reboot to occur. After that try the phone again.
- 2) If there is still no dial tone after step 1, it is best to contact Canquest for further assistance.

Contact Number: 519-351-1565



Phone ATA