

# Value you expect. Service you deserve.

User Guide

## Access**Phone**



# AccessPhone.

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## The following features come standard with AccessPhone:

- Name Display
- Number Display
- Unlimited Local Calling
- No Network Access Fees
- No Time-Of-Day Restrictions
- Basic White Pages Listing
- FREE Long Distance Between AccessPhone Customers
- Low-cost long distance options

## Available line types

### Primary line

A primary line is just that—a fully featured, main number line that identifies you with Access. Use your current local phone number, or get a new number.

### Alternate number

This line allows an alternate phone number under your primary account. You can use either an existing number, or get a new number. An alternate line is often used as a home business line, or perhaps by a teenager in your home.

\*Alternate numbers are available for an additional cost.

# Included features.

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## 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').

To place a local call, please dial the full 10-digit number of the local party you wish to reach

## Unlimited subscriber-to-subscriber calling

Place 'direct dial' calls to any other AccessPhone subscriber regardless of their location (including long distance parties), free of charge.

To place a call to another subscriber, please dial 1 then the full 10-digit number (1 + area code + number) of the party you wish to reach.

## 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.

## Basic white pages listing

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 also receive a basic listing (name and number) for alternate numbers. You may list a different name associated with each number, or use a general reference, such as 'Teen Line.'

Yellow Pages listings are the responsibility of the customer and must be activated by the local directory publisher. These listings could be subject to a fee as determined by the directory publisher.

## 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. You will hear three short beeps, then a second dial tone. Place 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. Wait for three short beeps, then a second dial tone. Place your call, and your calling name and number will be displayed on the receiving phone. After you hang up, your default caller ID block is automatically restored.

## 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 hear the last number that called your phone. To call that number, wait for the prompt, then enter 1 for an automatic redial of the 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.

# Included features continued...

## Call trace \*57

Have you received a threatening or harassing phone call? Initiate a call trace by dialing \*57 immediately after hanging up. You will hear an announcement “Customer originated trace. To trace the last call received dial 1. Otherwise hang up.” Dial 1. You will hear a confirmation message that your trace has been stored 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.

## Repair & maintenance 611

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

If your phone is completely out, call 1-866-363-2225 from an alternate phone.

## Access to operator services 0

To access Operator Services, dial 0. For automated collect calls, dial 0 + the number you wish to reach. Charges apply as follows:

### Call Type - All Regions

#### Person/Person Operator Assisted

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

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

## 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
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
Calling Card (North America)	\$1.75
Calling Card (International)	\$4.00

3<sup>rd</sup> 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

All rates are subject to change without notice.

# Included features continued...

## Emergency enhanced service 911

In an emergency, dial 911. All Enhanced 911 call handling services are available on your Access lines.\*

Enhanced 911 gives emergency operators automatic location information (delivered onto 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

## Message relay service 711

The message relay service enables customers who are deaf, hard of 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

# Personalized features.

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## Call waiting and 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. Or 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.

## 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.

### Call forward unconditional \*72/\*73

Call forward unconditional instantly forwards the call 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 unconditional, dial \*73, wait for three short tones, and then hang up.

### Call forward busy \*90/\*91

Call forward busy will only call forward calls 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 three 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 three 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. 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.

\*Forwarded calls are not re-routed back to your voicemail if unanswered. When call forwarding to a local number do 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.

# Personalized features continued...

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## Call transfer (Includes 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 whomever 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 included with call transfer. With these two features together, the difference is that anyone can hang up without terminating the call.

## Alternate numbers-select ring

With this optional service feature, subscribers can add up to two additional phone numbers to a primary or secondary line. Each alternate number is delivered with a distinctive ring tone, indicating to the subscriber which number had been dialed. An alternate number is for incoming calls only. All phone numbers (Primary and Alternate) share a single voice mailbox. Call forwarding \*72 only works for primary and secondary lines, alternate numbers will not be forwarded.

## Priority ring \*61

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 **AccessPhone Web Portal**.

## Selective call rejection \*60

Screen up to 12 numbers with this 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.

\*Select call rejection needs to be turned on before it will work.

## Anonymous call screening \*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. When you sign up for this feature it is disabled by default. You must turn on by dialing \*77. To disable the feature dial \*87. It will remain disabled until you reinstate the feature again by dialing \*77.

## 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.

\*Unlisted numbers do still show your number on call display.

# Personalized features continued...

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## 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.

Non-published number blocks your number from call display.

## 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 special tone (five rapid beeps) 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.

\*Operator assisted calls can bypass the verified account code.



## Enhanced voicemail

Includes voicemail, voicemail to email and the Access**Phone Web Portal**.

## Standard voicemail features

- Personal greeting length maximum: 120 seconds
- Extended absence greeting permitted: Yes
- Number of retained messages maximum: 30
- Individual message length maximum: 4 minutes
- Length of time new messages kept: 21 days
- Length of time saved messages kept: 7 days
- Able to send messages within the Voice Messaging System: Yes
- Number of rings before voicemail: 4 (can be increased up to 9).
- Easy access: Yes

For standard voicemail menu options, see voice mailbox navigational chart.

## Accessing voicemail

### Retrieving messages from your own telephone

Dial \*98 to access your voicemail from your home line. Enter your security code (password), then the # sign. Follow the prompts to retrieve your messages or access your voice messaging features.

\*Enhanced voicemail is available for an additional fee.

## Retrieving messages away from home

Not at home? No problem. Access your voicemail away from home by dialing the phone number, when you hear your message press \* and enter your pin. Or, dial the phone number listed.

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

Balgonie 306-702-6245	Luseland 639-672-6245
Battlefords 306-499-6245	Macklin 639-671-6245
Bienfait 306-300-6245	Maidstone 639-670-6245
Canora 306-710-6245	Melville 306-707-6245
Carlyle 639-690-6245	Meadow Lake 639-669-6245
Carnduff 639-689-6245	Midale 306-913-6245
Churchbridge 639-688-6245	Milestone 306-919-6245
Craik 639-687-6245	Moosomin 639-668-6245
Davidson 639-686-6245	Oxbow 639-667-6245
Esterhazy 306-701-6245	Raymore 639-665-6245
Estevan 306-687-6245	Redvers 639-664-6245
Foam Lake 639-685-6245	Regina Beach 639-663-6245
Fort Qu'appelle 639-684-6245	Rosetown 639-662-6245
Grenfell 639-683-6245	Southey 639-661-6245
Indian Head 639-682-6245	St Walburg 639-660-6245
Ituna 639-681-6245	Stoughton 639-659-6245
Kamsack 306-709-6245	Untiy 639-658-6245
Kelvington 639-680-6245	Wadena 639-657-6245
Kerrobert 639-679-6245	Weyburn 306-870-6245
Kindersley 639-678-6245	Whitewood 639-656-6245
Kipling 639-677-6245	Wilkie 639-655-6245
Langenburg 639-675-6245	Wynyard 639-654-6245
Lashburn 639-674-6245	Yorkton 306-708-6245
Lampman 639-676-6245	
Lumsden 639-673-6245	

# Voicemail continued...

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## Initializing the voicemail for the first time

- 1 From your home 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 the voice messaging features.

**Your voicemail is now set up.**

# Voicemail navigational chart.

## 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

### 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

## 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

# Web Portal.

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

<https://phone.myaccess.caaccess.ca>

\*Voicemail is required to subscribe to the Access**Phone Web Portal**. Subscriptions to features like call forward, selective call rejection and call screening are required to have access to those features within the Access**Phone 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 <https://account.myaccess.ca/>  
(If you are new to my 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 password must be different from your voicemail password. The password must include a letter, a number, a special character and be a minimum of 8 characters with a maximum of 20 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 voicemails.

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

# Long distance plans.

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You can save even more when you add one of these plans to your Access**Phone** service. We offer long distance savings, convenience, and choice. Pick the long distance plan that's perfect for you.

## Long distance plans

150 Minute Plan

400 Minute Plan

Unlimited long distance plan (landline calls made within Canada, across North America and 30 countries all over the world)

## Countries included in the unlimited long distance plan\*

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

\*Subject to change.

For more information on long distance rates and packages, visit [myaccess.ca](http://myaccess.ca).

\*Access Communications reserves the right to terminate enrolment in the unlimited long distance plan. Unlimited long distance calling within Canada, the U.S. and 30 specified international calling destinations is intended for normal direct dialed residential calling only. Chat lines, data, fax, commercial use and/or long distance calls made using call forwarding and three-way calling are prohibited. North America long distance includes Hawaii and Alaska. Mexico not included. Long distance plans can only be changed on your billing date once a month and minutes do not carry over to the next month. Rates are for wire line calls only. Calls to cellular/mobile phones in international destinations or special country code terminations will be billed at higher rates. Any calls made to the UK that begin with 44+870; 44+845; 44+844; 44+871 and 44+70 are rated as mobile calls and are not included in our unlimited long distance package. When you switch to Access**Phone** your current phone provider and long distance will be automatically cancelled.

## **Can I still use directory assistance?**

Yes, dialing 411 will get Directory Assistance access.  
There is a fee of \$1 per use.

## **Can I use 1-900 services?**

No, 1-900 services are not supported through our phone network.

## **Will AccessPhone support incoming collect calls?**

Access Communications currently does not support incoming collect calls, as the 3<sup>rd</sup> party collect call management companies must initiate the agreement. This service may become available in the future. Outgoing collect calls are available.

## **Can I use a 3<sup>rd</sup> Party Long Distance Provider with AccessPhone?**

Currently, 3<sup>rd</sup> party long distance providers are not available with AccessPhone.

Access Communications currently does not have agreements in place with alternate providers to offer long distance Service with them.

This service may become available in the future, please make the request with the alternative long distance provider.



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