INSIDE:

- How to set up Voicemail
- How to use your Calling Features
- Troubleshooting & FAQs
- And much more

Rogers Business Phone User Guide

ROGERS™

Thank you for choosing Rogers Business Phone.

Your Rogers Business Phone Service provides feature-rich, reliable voice services businesses like yours need.

You have the ability to customize your service with a variety of calling feature and long distance options. Plus, you'll have the flexibility to change them whenever you need to.

If you have any questions or would like to make a change to your features, please call our Business Support Centre at **1 866 727-2141**. Our Business Specialists are available from 8 am to 9 pm EST Monday through Saturday to assist you.

Once again, thank you for choosing Rogers Business Phone.

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WHAT'S AVAILABLE FOR MY BUSINESS PHONE SERVICE?

With Rogers Business Phone you get business directory listings and access to essential 9-1-1 and 411 services. Plus, you get a choice of scalable calling features, like Hunting and Business Message Centre.

Essential Services Included with Rogers Business Phone

Your Business Phone service provides access to a number of helpful and essential services.

STANDARD LOCAL SERVICE

Your standard business telephone service includes* the following services:

- Business directory listings
- Emergency 9-1-1
- Operator and directory assistance
- Service for the hearing- or speech-impaired
- Unlimited local calls within your calling area
- Great long distance rate plans
- Extended local calling in certain cities and provinces
- Business Message Centre for online access to Voicemail
- Business Online Manager for managing calling features online

EMERGENCY SERVICES

To contact emergency services (police, fire, and ambulance), dial 9-1-1. In municipal systems where it is available, Rogers Business Phone service fully supports the enhanced 9-1-1 emergency service by making your company name, address and telephone number available to the emergency centre serving your area.

LONG DISTANCE CALLING

You can place long distance calls to anywhere in North America and around the world, plus you have access to:

- Competitive pay-by-the-minute rate plans
- Great rates for Canada, the U.S, Asia, South Asia and Europe

*Additional charges may apply.

Extended Local Calling Areas

These extended local calling areas enable you to make calls without paying long distance charges.

NEW BRUNSWICK

Every in-province call is a local call.

NEWFOUNDLAND

Calls within Newfoundland & Labrador are free.

ONTARIO

Calls from Barrie to the 416 and 647 area codes are free.

Operator & Directory Assistance

DIRECTORY ASSISTANCE

Directory Assistance is available on a per-use basis to assist you in finding phone numbers.

- For local and North American long distance numbers, dial 4 1 1.
- For international Directory Assistance, dial 0.

OPERATOR ASSISTANCE

Simply dial 0 if you need help placing a call. Our operators can assist you 24 hours a day, 7 days a week (charges may apply).

For collect or bill-to-third-party calls, use our automated operator assistance service by dialling 0, followed by the 10-digit phone number.

NOTE: A nominal service fee applies to each Directory Assistance or Operator Assistance call. Long distance charges apply, if necessary to complete the call.

Service for the Hearing- or Speech-impaired

The Message Relay Service provides 24/7 telephone accessibility to people with hearing problems who use Telecommunication devices for the deaf, such as teletypewriters (TTY), or other types of specialized devices to place or receive calls.

A hearing person can contact someone who is hearing- or speech-impaired via the Message Relay Service by dialling 7 1 1. There is no additional charge for local calls.

- For TTY to Voice, dial 7 1 1.
- For Voice to TTY, dial **1 800 855-0511**.
- For TTY to TTY, dial **1 800 855-1155**.

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READY FOR FALL!
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Business Online Manager

Business Online Manager is included with your service and allows you to manage your phone features and settings, and to quickly and easily forward calls, set ring settings and manage contacts from a secure Web interface.

Detailed instructions for using Business Online Manager and the sign up process are included in the online user guide, which can be viewed and downloaded at **rogers.com/businesshelp**.

To access Business Online Manager, go to rogers.com/businessonlinemanager and choose the features you want to manage online.

FORWARDING

If you subscribe to Call Forward or Enhanced Call Forward, you can manage these features online. Business Online Manager lets you quickly forward calls from your Rogers Business Phone to any other landline or wireless number. For more information about Call Forward and Enhanced Call Forward, see page 21 of this guide.

CALL SCREEN

If you subscribe to Call Screen, you can control the calls you receive and block unwanted calls. Using Business Online Manager, you can activate or deactivate the feature and add or remove numbers from your list. For more information about Call Screen, see page 25 of this guide.

RING SETTINGS

Business Online Manager makes it easy for you to take your calls wherever your business takes you and control how and where your business phone rings. Plus you can turn unique ring tones on or off for long distance calls.

If you subscribe to Simultaneous Ring, you can set your business phone and up to four other landline or wireless lines to ring at the same time. For more information about Simultaneous Ring, see page 30 of this guide.

If you subscribe to Business Voicemail, you can change the number of times your phone rings before the call is sent to Voicemail. For more information about Business Voicemail, see page 11 of this guide.

CONTACTS

Business Online Manager gives you instant online access to your business contacts, so that your information is always accurate and up to date.

Business Voicemail

Voicemail Reinvented

Manage your Voicemail messages and faxes through your online Message Centre at **rogers.com/messagecentre** – a free tool included with your Business Voicemail subscription.

MESSAGE CENTRE

The Message Centre lets you manage your Voicemail messages and faxes online. This means you can download the voicemail audio files or fax messages to your computer for viewing, listening and forwarding. Plus you can get email notifications about your messages. It's the ultimate in flexibility and convenience.

VOICEMAIL – NEW MESSAGE ALERT

Never miss an important message. Activate this feature and instantly be notified by email or on your wireless device when new messages arrive.

FAX

Receive, review, print and send fax messages from one convenient online mailbox. Incoming faxes are sent to your Message Centre mailbox. Additional settings include saving all faxes online, or forwarding to a default fax number.

MULTI-MAILBOX

Multi-Mailbox allows you to create up to five separate mailboxes on a single Voicemail subscription, each with a private password and separate message storage.

TIP

Business Voicemail and Call Forward/Enhanced Call Forward cannot be provisioned on the same telephone line. If Voicemail is activated, all unanswered calls will go to Voicemail. If Call Forward or Enhanced Call Forward is activated, the call is directed to another number.

Business Voicemail – Set Up

To set up your Business Voicemail, please follow these simple steps:

If you do not know your temporary password, please call **1 866 727-2141** to speak with a Business Specialist.

TO ACTIVATE YOUR VOICEMAIL FOR THE FIRST TIME

1. Dial * 9 8 from your business phone and enter your temporary password with #.
2. Enter your new Voicemail password (must be 4–10 digits) and press 1 to confirm. For security, change your password to a unique 4–6 digit number.
3. At the tone, record your first, last or company name with # and press 1 to confirm.
4. Press 1 to record your own personal greeting. (Or press 2 to choose a standard greeting.)
5. If you selected option 1, record your personal greeting after you hear the tone.
6. Press # after you have recorded your personal greeting, and listen to the playback.
7. If you're satisfied with your recording, press 1 to complete your Voicemail activation.

USE THESE VOICEMAIL SHORTCUTS FOR QUICK MESSAGE REVIEW

During message, press

- 1 Rewind
- 2 Pause/continue
- 3 Fast-forward
- 4 Listen to the message again
- 5 Date/time/length of message
- 7 Erase the message
- 9 Save the message
- 0 Help
- * Return to Main Menu
- # Skip message in progress

After message, press

- 1 Rewind
- 2 Pause/continue
- 4 Listen to the message again
- 5 Date/time/length of message
- 7 Erase the message
- 9 Save the message
- 0 Help
- * Cancel

PRIVATE BRANCH EXCHANGE (PBX) FRAUD

You can help protect your business from PBX fraud and reduce the risk of fraudulent activity. PBX fraud is a global concern that can affect any business. PBX is a computer system that is used to route calls to internal phones and outgoing lines. Fraud occurs when an unauthorized third party gains access to the system and is then able to place costly long distances calls using your company's equipment at your company's expense.

Note: This type of fraud is more prevalent with businesses that use a Private Branch Exchange phone system or voicemail. For more information refer to the Frequently Asked Questions on page 45.

TIPS

To reduce the risk of fraudulent long distance charges and prevent your telephone voicemail security system from being breached:

- Change the default (Voicemail) password immediately.
- Make your voicemail password at least 6 digits long.
- Employees should be encouraged to use difficult and unique passwords. The password should not be their phone number or a simple number combination (e.g. 12345).
- Never set passwords to a phone's local number when assigning a phone to a new employee.
- For security reasons, please change your password frequently.
- Remove all unassigned mailboxes.

Business Voicemail – Personalization

You can customize your Voicemail by recording a personal greeting, setting your password and more.

To record a personal greeting:

1. Dial * 9 8 then enter your password.
2. Press 4 3 1 2.
3. After the beep, record your personal greeting. Press # when complete.

To change the recorded name for your Voicemail:

1. Dial * 9 8 then enter your password.
2. Press 4 3 3 2.
3. After the beep, record your name and press #.
4. Press # and then press 1.

To change your Voicemail password:

1. Dial * 9 8. Then enter your password.
2. Press 4 2 1 1 then enter your new password.
3. Press # and then press 1.

To change the number of rings before calls are directed to your Voicemail:

1. Dial * 9 4.
2. After the tone, enter the desired number of rings (from 2–9) before unanswered calls are directed to your Voicemail.
3. You will hear two beeps to confirm that you have successfully made the change.
4. Hang up.

To turn off Voicemail so that unanswered calls continue to ring:

1. Dial * 9 3.
2. Listen for two beeps confirming that Voicemail has been turned off.
3. Hang up.

To turn Voicemail back on:

1. Dial * 9 2.
2. Listen for two beeps confirming that Voicemail has been turned back on.
3. Hang up.

To turn off Voicemail so that callers hear a busy signal while you are on the phone:

1. Dial * 9 1.
2. Listen for two beeps confirming that Voicemail has been turned off.
3. Hang up.

To turn Voicemail back on:

1. Dial * 9 0.
2. Listen for two beeps confirming that Voicemail has been turned back on.
3. Hang up.

TIPS

- Save time by pressing # to skip to the Voicemail greeting.
- Start a message over by pressing *.
- When you are leaving a Voicemail message for someone, you can save time and skip their greeting by pressing #.
- If you make a mistake when you are leaving a message for someone else, press * to erase your message and start over.

Business Voicemail – Multi-Mailbox

With Multi-Mailbox, each person can manage their personal mailbox separately. Multi-Mailbox allows you to create up to five separate mailboxes, each with a private password and separate message storage.

TO SIGN UP FOR MULTI-MAILBOX

1. Call **1 866 727-2141** to speak with a Business Specialist.
2. Provide the number of sub-mailboxes you would like added. You can add up to four separate sub-mailboxes.

To set up a sub-mailbox:

1. Dial * 9 8 from your business phone.
2. Press a key to select the desired sub-mailbox – (0 for main and 1 – 4 for sub-mailboxes.)
3. Enter your temporary password.
4. Press # to begin setting up your mailbox.
5. Enter your new Voicemail password. (Your new password must be 4 – 10 digits.)
6. Press 1 to confirm your new password.
7. Record your name after you hear the tone.
8. Press # after you have recorded your name, and press 1 to confirm.
9. Press 1 to record your own personal greeting. (Or press 2 to choose a standard greeting.)
10. Record your personal greeting after you hear the tone.
11. Press # after you have recorded your personal greeting, and listen to your message.
12. If you're satisfied with your recording, press 1 to complete your Voicemail activation.

TO ACCESS YOUR MAILBOXES

From the office:

1. Dial * 9 8.
2. Press a key between 0 and 4 to select the desired mailbox.
3. Enter your password. You are now in the Voicemail Main Menu.
4. From the Voicemail Main Menu, enter 1 1 to listen to your new Voicemail messages.

Away from the office, as a local call:

1. Dial your business telephone number.
2. Once you hear your recorded greeting, press 9.
3. Press a key between 0 and 4 to select the desired mailbox.
4. Enter your password. You are now in the Voicemail Main Menu.
5. From the Voicemail Main Menu, enter 1 1 to listen to your new Voicemail messages.

Away from the office, as a toll-free call:

1. Dial **1 87ROGERSVM** (1 877 643-7786).
2. Enter your 10-digit telephone number.
3. Press a key between 0 and 4 to select the desired mailbox.
4. When prompted, enter your password. You are now in the Voicemail Main Menu.
5. From the Voicemail Main Menu, enter 1 1 to listen to your new Voicemail messages.

TIP

Mailboxes and passwords can also be set up online at the Message Centre – **rogers.com/messagecentre**

Business Voicemail – Message Centre

The Message Centre allows you to manage your Voicemail like email, view, listen to, and forward messages online at **rogers.com/messagecentre**.

TO SET UP YOUR MESSAGE CENTRE

1. Ensure you have activated your Voicemail via the phone and set up your password. See page 12 for more information.
2. Go to **rogers.com/messagecentre**.
3. Enter your phone number and your Voicemail password (the same password used to access your voicemail from your phone).
4. Select the Voicemail Settings tab.
5. Click on Email Address in the left-hand menu.
6. Click Add beside the email address.
7. Enter your email address, and click Submit. Message Centre will be set up immediately.

You can also call **1 866 727-2141** and speak with a Business Specialist.

Listen to your messages from your email inbox:

Here is a sample of the email you will receive in your inbox when someone leaves a Voicemail on your business phone. It contains the information below and will have an attached audio file that you can download and play.

LOGIN TO YOUR MESSAGE CENTRE INBOX AND MANAGE YOUR MESSAGES ONLINE.

1. Click on the link in the email or visit **rogers.com/messagecentre**
2. Enter your 10-digit phone number and Voicemail password.

Once logged in, you can:

- View, listen to, delete and forward Voicemail messages
- Change your personal greeting
- Record and send a Voicemail message
- Change your Voicemail password
- Change the email address to which your Voicemail messages are sent
- Receive, review, save, print and forward fax messages

Business Voicemail – New Message Alert

You can choose to be notified that you have new Voicemail messages waiting in one of the following ways:

1. **On your Business Phone.**
   When you have at least one new Voicemail message waiting, you'll hear an intermittent dial tone when you pick up your business phone. Some phones also have a message waiting indicator light or display (consult your phone's manual for information).
2. **At another number (landline or wireless).**
   To be notified at another phone number or on your wireless device, go to the Message Centre at **rogers.com/messagecentre**.
3. **Via email.**
   To set up new message notification by email, go to the Message Centre at **rogers.com/messagecentre**.

TO ACCESS YOUR VOICEMAIL

From your business phone:

1. Dial * 9 8.
2. Enter your password.

Away from the business as a local call:

1. Dial your 10-digit phone number.
2. Press 9 at your greeting.
3. Enter your password.

Away from the business as a toll-free call:

1. Dial **1 87ROGERSVM** (1 877 643-7786).
2. Enter your 10-digit phone number.
3. Enter your password.

Online:

1. Login to **rogers.com/messagecentre**
2. Enter your 10-digit phone number and Voicemail password (same password you use over the phone).

TIP

- To return to the beginning of a message, press 1 while you are listening to the message.
- Want to find out when a message was left? Press 5 when reviewing a message to hear the date, time and duration of the message as well as the name of the caller who left the message (including their telephone number, if available).

Business Voicemail – Broadcast

Create Voicemail Group Distribution Lists for quick communication to several people with a single call. Voicemail Group Distribution Lists can only include Rogers Business Phone numbers, Rogers Wireless numbers and Rogers Home Phone numbers.

TO CREATE A VOICEMAIL GROUP DISTRIBUTION LIST FROM THE PHONE

1. Dial * 9 8.
2. Press 4 2 2 1.
3. A group number is automatically assigned to the group. Say the name you wish to associate with this group. Press 1 to keep this name or press 2 to change it.
4. Enter the mailbox number (phone number) of the person you wish to include in the group. Enter the sub-mailbox number when prompted, if applicable.
5. Follow the prompts to enter another subscriber to the Distribution List or press # if there are no other subscribers you wish to add to the Distribution List.

TO CREATE A VOICEMAIL GROUP DISTRIBUTION LIST ONLINE FROM THE MESSAGE CENTRE

1. Sign into Message Centre at **rogers.com/messagecentre**.
2. Select Voicemail Settings Tab.
3. Select Voicemail Broadcast Tab.
4. Select New Group Button.
5. Select Create Group to create a new Distribution List.
6. Select a Group ID number and then select the Create Button.
7. Enter the phone number you want to include in the Group with the Add a New Member feature (no spaces required).
8. Repeat Step 7 to enter additional phone numbers to the Distribution List.
9. When all phone numbers have been entered, select the Submit Button.
10. Your online Voicemail Group Distribution List has been created.

Business Voicemail – Fax

Receive, review, print and forward faxes from one convenient online mailbox.

With Business Voicemail, your faxes – like voicemail – are automatically sent to the Message Centre inbox. Here you can manage fax settings, including transferring all incoming faxes (so they are saved online), or forward all faxes to a default fax number (so that they don't show in the Message Centre inbox). All faxes are received and forwarded in PDF format.

TIP

If you have forwarded your fax line to another number, be sure to change it back to your default fax number settings if you want to continue to receive faxes in your Message Centre Inbox.

Call Display

Call Display shows the caller's business name and number. If you subscribe to Call Display, this service is always on and you never need to activate it.

ABOUT CALL DISPLAY

- Some Call Display-compatible phones allow you to display a list of callers as well as the date and time of calls. Consult your phone's manual for more information.
- If a call displays as Private Name or Private Number, the caller has intentionally blocked display of their number and/or name.
- Call Display may not be available or may not display correct information for calls made from public, business or wireless phones, calls placed by operators or some long distance calls.
- If you are using Call Forward, information about calls initially intended for your line cannot be displayed.
- Unlisted phone numbers will still appear on your Call Display unless the caller uses Call Display Blocking.
- Some phones allow you to program the area code into your phone. This means that calls being displayed will show only the 7-digit phone number (without the area code). To display the full 10-digit phone number, do not program an area code into your phone. Consult your phone's manual for instructions.

Call Display Blocking

If you subscribe to Call Display Blocking, your business name and number will never be displayed to the people you call. Instead, your business name and number will appear as Private.

TO OVERRIDE CALL DISPLAY BLOCKING AND DISPLAY YOUR CALL DISPLAY INFORMATION ON SPECIFIC CALLS

1. Dial * 8 2.
2. Dial the number – your business name and number will be displayed.

TIP

The instructions on how to override Call Display Blocking (to display your information on a specific call) work on a per-call basis only. If you subscribe to Call Display or Call Display Blocking, you need to follow these steps every time you want to show your name and number on a call.

Per-Call Display Blocking

Per-Call Display Blocking allows you to prevent your name and number from being displayed on the current outgoing call. Instead, your name and number will appear as Private. You must activate this feature prior to each call that you make.

TO BLOCK YOUR CALL DISPLAY INFORMATION FOR THIS CALL ONLY

1. Dial * 6 7.
2. Dial the phone number that you want to call. The call recipient's Call Display will show Private Name – Private Number.

Call Forward

Call Forward allows you to forward all your incoming calls to an alternate phone number, including a wireless number.

TO ACTIVATE CALL FORWARD

1. Dial * 7 2.
2. Dial the full 10-digit phone number that you would like your calls forwarded to.
3. If someone answers after you dial the number, ensure that you stay on the line for a minimum of five seconds or Call Forward will not be activated.

If the line is busy or there is no answer:

1. Dial * 7 2 again.
2. Redial the phone number that you would like your calls forwarded to. You will hear two beeps – this confirms that Call Forward is activated.

To confirm that Call Forward is activated:

1. Dial * 7 2. If you hear a busy tone, Call Forward is activated.

TO DEACTIVATE CALL FORWARD – ALL CALLS

1. Dial * 7 3.
2. Listen for two beeps and hang up.

TIPS

- If someone tries to call you while Call Forward is on, your phone will ring briefly to remind you that the service is activated. You can make outgoing calls, but you cannot receive any calls.
- If you subscribe to Voicemail and forward calls to an alternate number, Voicemail will not take messages.
- If you forward your calls to a phone number outside your local calling area, long distance charges will be billed to your account if the call is answered at that number.
- If you subscribe to Hunting, you won't be able to order Call Forward on any of the member lines in the hunt group.
- You can manage Call Forward online with Business Online Manager (see page 10 for information).

You can also remotely forward calls online using Business Online Manager (see page 10).

Call Forward Remote Access

If you subscribe to Call Forward you can set up your forwarding remotely in two ways – by calling a Remote Access Number or online with Business Online Manager.

Before you can use Call Forward Remote Access for the first time, you must change the PIN from the default PIN provided to you at time of order and/or when the technician installed your Business Phone service. If you do not know your default PIN, please call **1 866 727-2141**.

TO CHANGE YOUR CALL FORWARD REMOTE ACCESS (CFRA) PIN

1. Dial * 5 5.
2. Press * 5 4 # to identify CFRA as the PIN you want to change.
3. Enter your current (temporary) CFRA PIN and press # when prompted.
4. Enter the new CFRA PIN and press #.
5. Re-enter the new CFRA PIN and press # to confirm your selection.
6. Listen for the confirmation message and then hang up.

Note: the PIN for Call Forward Remote Access is different from your Voicemail PIN.

YOUR REMOTE ACCESS NUMBER

To forward calls while away from your business, you will need to know the Remote Access Number.

- Sign in to Business Online Manager at **rogers.com/businessonlinemanager** and click on the Forwarding tab to obtain your Remote Access Number.
- Based on your unique customer profile, your Call Forward Remote Access Number will be populated.
- Write down this local and toll-free number for easy reference. Please note this number may change periodically so you should check Business Online Manager regularly (see page 10).

TO ACTIVATE CALL FORWARD REMOTELY

1. Dial the 1-866 Remote Access Number.
2. Press * 5 4 #.
3. Enter your 10-digit business phone number and the Call Forward remote access PIN.
4. Press * 7 2 # to activate Call Forward.
5. Enter the 10-digit phone number (for local calls) to where you want your calls to be forwarded to and then press # again. For long distance calls, enter 1+10-digit phone number. For international calls, enter 011+ country code + phone number. Listen for the confirmation message.
6. Press 1 to confirm the phone number to which calls are being forwarded.

TO DEACTIVATE CALL FORWARD:

1. Dial the 1-866 Remote Access Number.
2. Press * 5 4 #.
3. Enter your 10-digit business phone number and the Call Forward remote access PIN.
4. Press * 7 3 # to deactivate Call Forward.
5. Hang up.

Enhanced Call Forward

You can forward your business line to several different numbers based on answer type. If you subscribe to Business Voicemail, you cannot subscribe to Enhanced Call Forward (all unanswered calls will go to Voicemail).

TO ACTIVATE ENHANCED CALL FORWARD FOR BUSY CALLS

1. Dial * 9 0 and listen for the confirmation tone.
2. Enter the 10-digit forward-to number.
3. If someone answers after you dial the number, ensure that you stay on the line for a minimum of five seconds or Call Forward for busy calls will not be activated.

If the line is busy or there is no answer

1. Dial * 9 0 again.
2. Redial the phone number to which you want your calls forwarded. You will hear two beeps confirming that Call Forward for busy calls is activated.

When your line is busy, all incoming calls will be forwarded to the alternate number.

To deactivate Enhanced Call Forward for busy calls

1. Dial * 9 1 and listen for the confirmation tone.
2. Hang up.

When your line is busy, all incoming calls will no longer be forwarded to the alternate number you specified.

TO ACTIVATE ENHANCED CALL FORWARD FOR NO ANSWER CALLS:

1. Dial * 9 2 and listen for the confirmation tone.
2. Enter the 10-digit forward-to number.
3. If someone answers after you dial the number, ensure that you stay on the line for a minimum of five seconds or Call Forward – No Answer will not be activated.
4. Hang up.

If the line is busy or there is no answer:

1. Dial * 9 2 again.
2. Redial the phone number to which you want your calls forwarded. You will hear two beeps, confirming that Call Forward – No Answer is activated.

All unanswered calls will now be forwarded to the number you assigned.

To deactivate Enhanced Call Forward for no answer calls:

1. Dial * 9 3 and listen for the confirmation tone.
2. Hang up.

Incoming calls will no longer be forwarded when your line goes unanswered.

Call Return – Busy

If you're trying to call someone and the line is busy, Call Return will automatically alert you when the line becomes available. The Call Return alert has a special ring to differentiate it from your other calls.

TO ACTIVATE CALL RETURN – BUSY

1. Hang up your phone after receiving a busy signal.
2. Dial * 6 6 and hang up again.
3. The busy number will be monitored for the next 30 minutes. When the number is no longer busy, your phone will alert you with a special ring.
4. When you hear the special ring, answer your phone. The previously busy number will be dialled automatically.

TO DEACTIVATE CALL RETURN – BUSY

1. Dial * 8 6. A message will confirm that the service has been cancelled.

TIPS

- This feature will not work while you are using Three-Way Calling.
- If you make more than one call resulting in a busy signal and use Call Return – Busy on each line, the service will alert you when one of the lines becomes available. However, you will not know which line has become available unless you subscribe to Call Display.

Call Return – Last

This feature lets you automatically redial the number of the last incoming call. If that number is busy, you'll be alerted with a special ring when the line becomes available.

TO USE CALL RETURN – LAST

1. Dial * 6 9. You will hear a message that provides the number of the last caller.
2. To automatically redial this number, press 1.

NOTE: If the last caller's number is busy, a message will offer to monitor the line for 30 minutes and alert you with a special ring.

TO DEACTIVATE CALL RETURN – LAST

1. Dial * 8 9. A message will confirm that the service has been cancelled.

TIP

Call Return will not work while you are using Three-Way Calling.

Call Screen

This feature enables you to reject incoming calls from a list of up to 30 numbers. Callers with numbers included in your Call Screen list will hear an announcement indicating that you are not accepting calls from their number.

TO ASSIGN NUMBERS TO YOUR CALL SCREEN LIST

1. Dial * 6 0.
2. Press #.
3. Enter the 10-digit phone number you want to add to your Call Screen list then press # again.

TO ADD THE LAST NUMBER THAT CALLED YOU TO YOUR CALL SCREEN LIST

1. Dial * 6 0.
2. Press #.
3. Press 0 1 and then press # again.

TO ACTIVATE CALL SCREEN

1. Dial * 6 0. A recording indicates that the Call Screen feature is off.
2. Press 3.

The Call Screen feature is now on and calls from numbers specified in your Call Screen list will be blocked.

TIP

You can manage Call Screen online with Business Online Manager (see page 10).

TO REMOVE A NUMBER FROM YOUR CALL SCREEN LIST

1. Dial * 6 0.
2. Press *.
3. Enter the 10-digit phone number you want to remove from your Call Screen list then press * again.

The number has now been removed from your Call Screen list and calls from that number will be accepted.

TO REMOVE ALL NUMBERS FROM YOUR CALL SCREEN LIST

1. Dial * 6 0.
2. Press *.
3. Press 0 8.
4. Press * again.

Your Call Screen list is now empty and no calls will be blocked.

TO DEACTIVATE CALL SCREEN

1. Dial * 6 0. A recording indicates that Call Screen is on.
2. Press 3.

Call Screen is now turned off and all calls to your number will reach your phone.

Call Trace

If you ever receive a threatening, harassing or obscene call, use the Call Trace feature to trace the number from which the call was placed. At your request, Rogers can provide the details of the call(s) to your local police service.

Call Trace allows you to trace only the last incoming call. It works for calls for which the display was blocked at the caller's request.

TO USE CALL TRACE:

1. Hang up after receiving the call.
2. Dial * 5 7 and wait for the recorded message indicating that the call has been traced. Now that you have submitted your trace request, contact your local police service and report the incident.

NOTE

Call Trace should only be used in serious situations. We cannot release phone records to you. After using this feature, you must contact your local police service to inform them that you have initiated a trace with Rogers.

Call Transfer

During a call, you can use this feature to transfer the person you're speaking with to another local number (calls cannot be transferred to long distance numbers).

TO USE CALL TRANSFER

1. While on a call you want to transfer, press the hang-up (or LINK/FLASH) button on your phone.
2. After you hear a dial tone, dial the local number that you want to transfer the current call to.
3. Once the new call has been answered, hang up to transfer the call to that number.

Call Waiting

While you're on a call, Call Waiting alerts you to an incoming call with a brief tone. You can choose to end your first call and take the second call, toggle between the two calls or ignore the call altogether.

TO END YOUR CURRENT CONVERSATION AND ANSWER THE CALL WAITING

1. Quickly end the current conversation and hang up.
2. Your phone will instantly ring and you can answer the call waiting.

TO TOGGLE BETWEEN TWO CALLS:

1. Briefly press the hang-up (or LINK/FLASH) button. Your original caller will be put on hold and you will be connected with the call waiting.
2. To return to your first caller or to alternate between calls, briefly press the hang-up (or LINK/FLASH) button.
3. If you end either of your conversations by hanging up, your phone will instantly ring, allowing you to resume the conversation on hold.

TO IGNORE THE CALL WAITING ALERT TONE

1. Simply do not respond to the Call Waiting alert tone. If you subscribe to Voicemail, the Call Waiting caller can leave a message.

TIPS

- Call Waiting is temporarily suspended if you are using Three-Way Calling. Additional callers will receive a busy signal.
- If you subscribe to Voicemail, your calls will be routed directly to your Voicemail.
- To resume the Call Waiting feature, end the three-way call.
- If you have Call Waiting and Call Display on a compatible phone, you will automatically receive Visual Call Waiting which will display the number of the incoming caller on your phone.

Call Waiting – continued

DEACTIVATING CALL WAITING

You can temporarily deactivate Call Waiting if you have an important call and do not want to be distracted by someone else trying to call you.

To temporarily deactivate Call Waiting before making a call:

1. Dial * 7 0 .You will hear two short beeps followed by the dial tone, indicating Call Waiting has been temporarily deactivated.
2. Call Waiting will be reactivated automatically when you end the current call.

To temporarily deactivate Call Waiting during a call:

1. Briefly press the hang-up (or LINK/FLASH) button and then dial * 7 0 . Remember that pressing the hang-up (or LINK/FLASH) button while there is an incoming call will put the current caller on hold, allowing you to speak to the new caller.
2. Wait for the two brief beeps, indicating that Call Waiting has been temporarily deactivated. Your current conversation will automatically resume. Call Waiting will be reactivated automatically once you end the current call.

CALL WAITING WITH A BUILDING ACCESS SYSTEM

Some buildings have an internal phone system to allow units to unlock the door for visitors.

To answer a visitor who is calling from the lobby while you're on the phone:

1. After hearing the special lobby call waiting tone, press # (or FLASH/HOOK key) to answer the visitor call.
2. To end the lobby call and return to your original call, press the FLASH/HOOK key on your phone.

TIP

You cannot deactivate the service while there is a call waiting.

Distinctive Ring

This feature allows up to two additional phone numbers to be added to a single line. These virtual numbers will have their own distinctive ring tones. Distinctive Ring can also be used to share a single phone line with a fax machine (consult your fax machine's manual for instructions).

DISTINCTIVE RING PATTERNS

- 1st Distinctive Ring = 2 long rings
- 2nd Distinctive Ring = 2 short and 1 long ring

TO SUBSCRIBE TO OR ACTIVATE DISTINCTIVE RING

Call **1 866 727-2141** to speak with a Business Specialist.

NOTE: Distinctive Ring does not allow multiple, simultaneous incoming or outgoing calls. It is still one physical line.

TIPS

- By default, you will hear a different ring when receiving a long distance call. This is a standard service provided by Rogers and works in conjunction with Distinctive Ring.
- You can deactivate/reactivate the long distance ring by dialling * 4 9.

Hunting

Hunting can help you manage several phone lines at once. If your main (pilot) line is busy, the incoming call will route to the next available line in your hunt group. Hunting helps reduce busy signals and helps you make maximum use of all your lines.

TO USE HUNTING

When you call **1 866 727-2141** to subscribe to this feature, your Business Specialist can help you determine the phone numbers for the main (pilot) line and each of the member lines in the order that you want calls to hunt (a hunt sequence).

TIP

- If you subscribe to Hunting, you won't be able to order Call Forward/Enhanced Call Forward on any of the member lines in the hunt group. Voicemail can be ordered on the pilot line only.

Simultaneous Ring

This feature enables incoming calls to ring at your phone number and up to four additional phone numbers at the same time so that you don't miss important calls.

SIMULTANEOUS RING CAN BE MANAGED IN ONE OF THREE WAYS

1) Online using Business Online Manager (see page 10).
2) By dialling * 5 3 from your business; or
3) By calling a Remote Access Number with PIN when you are away.

TO CHANGE YOUR SIMULTANEOUS RING PIN

1. Dial * 5 5.
2. Press * 5 3 #.
3. Enter your current or default Simultaneous Ring PIN* and press # when prompted.
4. Enter the new Simultaneous Ring PIN and press #.
5. Re-enter the new Simultaneous Ring PIN and press # to confirm your selection.
6. Listen for the confirmation message then hang up.

*This is different from your Voicemail PIN. Your default PIN was provided at time of order and when the technician installed your Business Phone service. If you do not know your default PIN, please call 1 866 727-2141.

MANAGING SIMULTANEOUS RING FROM YOUR BUSINESS USING * 5 3

To activate Simultaneous Ring:

1. Dial * 5 3.
2. A recording indicates that the Simultaneous Ring feature is now off.
3. Press 3.

The Simultaneous Ring feature is now turned on and incoming calls will alert the numbers specified in your Simultaneous Ring list.

To add numbers to your Simultaneous Ring list:

1. Dial * 5 3.
2. Dial # to add a number to the list.
3. Enter the 10-digit phone number if the call is local and 1+10-digit phone number if the call is long distance. Press # again.
4. Press 3 to go back to the main menu and repeat steps 2–4 to add more numbers. Up to 4 entries can be added to the list.

To remove a number from your Simultaneous Ring list:

1. Dial * 5 3.
2. Press * to remove a number from the list.
3. Enter the 10- or 11-digit phone number that you want to remove. Press * again.
4. Press 1 to confirm the number.

The number has now been removed from your Simultaneous Ring list and incoming calls will no longer alert that number.

To review your Simultaneous Ring list:

1. Dial * 5 3.
2. Press 1 to review your Simultaneous Ring list.

To remove ALL numbers from your Simultaneous Ring list:

1. Dial * 5 3.
2. Press * to remove a number from the list.
3. Press 0 8.
4. Press * again.
5. Press 1 to confirm.

Your Simultaneous Ring list is now empty and no additional phone numbers will be alerted.

To deactivate Simultaneous Ring:

1. Dial * 5 3.
2. A recording indicates that the Simultaneous Ring feature is on.
3. Press 3.

Simultaneous Ring is now turned off and no additional phone numbers will be alerted.

MANAGING SIMULTANEOUS RING WHILE AWAY FROM YOUR BUSINESS

You can manage Simultaneous Ring while away from your business in two ways – by calling a Remote Access Number or online with Business Online Manager. The Remote Access Number is the same used for Call Forward Remote Access, and is found in Business Online Manager at **rogers.com/businessonlinemanager** under the Forwarding tab (see page 10).

To activate Simultaneous Ring using the Remote Access Number:

1. Dial the 1-866 Remote Access Number.
2. Press * 5 3 #.
3. Enter the 10-digit pilot directory number and press #.
4. Enter the Simultaneous Ring PIN and press # again.
5. A recording indicates that the Simultaneous Ring feature is now off.
6. Press 3.

Simultaneous Ring is now on and incoming calls will alert the numbers specified in your Simultaneous Ring list.

To assign numbers to your Simultaneous Ring list using the Remote Access Number:

1. Dial the 1-866 Remote Access Number.
2. Press * 5 3 #.
3. Enter the 10-digit pilot directory number and press #.
4. Enter the Simultaneous Ring PIN and press # again.
5. Press * to add a number to the list.
6. Enter the 10-digit phone number if the call is local and 1+10-digit phone number if the call is long distance. Press # again.
7. Press 0 to go back to the main menu and repeat steps 2–4 to add more entries. Up to 4 entries can be added to the list.

To remove a number from your Simultaneous Ring list using the Remote Access Number:

1. Dial the 1-866 Remote Access Number.
2. Press * 5 3 #.
3. Enter the 10-digit pilot directory number and press #.
4. Enter the Simultaneous Ring PIN and press # again.
5. Press * to remove a number from the list.
6. Enter the 10-digit or 11-digit phone number that you want to remove from your Simultaneous Ring list and then press # again.
7. Press 1 to confirm the number.

The number has been removed from your Simultaneous Ring list and incoming calls will no longer alert this number.

To review your Simultaneous Ring list using the Remote Access Number:

1. Dial the 1-866 Remote Access Number.
2. Press * 5 3 #.
3. Enter the 10-digit pilot directory number and press #.
4. Enter the Simultaneous Ring PIN and press # again.
5. Press * to remove a number from the list.
6. Press 1 to review your Simultaneous Ring list.

To remove ALL numbers from your Simultaneous Ring list using the Remote Access Number:

1. Dial the 1-866 Remote Access Number.
2. Press * 5 3 #.
3. Enter the 10-digit pilot directory number and press #.
4. Enter the Simultaneous Ring PIN and press # again.
5. Press *.
6. Press 0 8.
7. Press * again.
8. Press 1 to confirm.

Your Simultaneous Ring list is now empty and no additional phone numbers will be alerted.

To deactivate Simultaneous Ring using the Remote Access Number:

1. Dial the 1-866 Remote Access Number.
2. Press * 5 3 #.
3. Enter the 10-digit pilot directory number and press #.
4. Enter the Simultaneous Ring PIN and press # again.
5. A recording indicates that the Simultaneous Ring feature is on.
6. Press 3.

Simultaneous Ring is now off and no additional phone numbers will be alerted. Simultaneous Ring can also be managed online with Business Online Manager (see page 10).

Three-Way Calling

Conference in two other callers with Three-Way Calling.

TO USE THREE-WAY CALLING

1. Dial the FIRST person's phone number.
2. Once they answer, ask the FIRST person to hold while you conference someone else into the call.
3. Press and release the hang-up (or LINK/FLASH) button quickly. You will hear a new dial tone.
4. Dial * 7 1, followed by the SECOND person's phone number.
5. Once the SECOND person answers, press and release the hang-up (or LINK/FLASH) button quickly. Both the FIRST and SECOND parties should now be on the line with you.

If the SECOND person does not answer:

Quickly press and release the hang-up (or LINK/FLASH) button twice to return to the FIRST person.

If you want to end the conversation with the SECOND person only:

Ask the SECOND caller to hang up or press the hang-up (or LINK/FLASH) button again.

TIPS

- If either the FIRST or SECOND person hangs up, your call will not be interrupted. However, if you hang up, the three-way call will end.
- Using Three-Way Calling temporarily disables all Call Waiting features for the duration of the call. Call Waiting is restored once the three-way call ends.
- If you use Three-Way Calling for a long distance call, charges will apply.
- To conference with more than three people, visit rogers.com/business or call **1 866 727-2141** to speak with a Business Specialist about Rogers Conferencing Services.

Toll Block

Toll Block protects your business from unwanted long distance charges by blocking direct-dialled North American and international long distance calls from your Business Phone. Long distance calls using directory assistance (411) are blocked as well.

To activate Toll Block on your line, call **1 866 727-2141**.

TIP

Toll Block & Toll Block International do not prevent collect calls or operator-assisted directory assistance calls. To block these kinds of calls, you must activate Operator Call Block (see page 36).

Toll Block International

Toll Block International protects your business from unwanted international long distance charges by blocking international long distance calls from your Business Phone. Both directly dialled calls and calls using '10-10' access codes are blocked.

To activate Toll Block International on your line, call **1 866 727-2141**.

Operator Call Block

Operator Call Block protects your business from unwanted operator-assisted calls by blocking these calls from your Business Phone.

TO ACTIVATE OPERATOR CALL BLOCK

1. Dial * 9 5.
2. Enter your Operator Call Block PIN and press # when prompted. Your default PIN was provided at time of order and when the technician installed your Business Phone service. If you do not know your default PIN, please call **1 866 727-2141**.
3. Listen for the confirmation message then hang up. Outgoing Operator calls are now deactivated.

TO CHANGE YOUR OPERATOR CALL BLOCK PIN

1. Dial * 5 5.
2. Press * 9 5 then press # to identify Operator Call Block as the PIN you want to change.
3. Enter your current Operator Call Block PIN and press # when prompted. Your default PIN was provided at time of order and when the technician installed your Business Phone service. If you do not know your default PIN, please call **1 866 727-2141**.
4. Enter the new Operator Call Block PIN and press #.
5. Re-enter the new Operator Call Block PIN and press # to confirm your selection.
6. Listen for the confirmation message then hang up.

TO DEACTIVATE OPERATOR CALL BLOCK

1. Dial * 9 6.
2. Enter your Operator Call Block PIN and press #. Your default PIN was provided at time of order and when the technician installed your Business Phone service. If you do not know your default PIN, please call **1 866 727-2141**.
3. Listen for the confirmation message and then hang up. Outgoing Operator calls are now allowed.

WHERE CAN I FIND ANSWERS TO QUESTIONS ABOUT MY ROGERS BUSINESS PHONE?

Call our Business Support Centre at **1 866 727-2141**. Our Business Specialists are standing by to assist you from 8 am to 9 pm Monday through Saturday Eastern Standard Time. Technical Support is available 24 hours a day, 7 days a week. Or visit **rogers.com/help** for more information.

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Checking your Rogers Business Phone Terminal

TROUBLESHOOTING

Occasionally, one or more lights on the Rogers Business Phone Terminal may flash or go out. This section contains information about troubleshooting changes in the normal LED light pattern.

The front of your terminal contains a series of LED indicators (lights) that indicate the status of various elements that provide your phone service.

Normal operation.

During normal operation, all of the lights will remain on and steady except for the Link LED.

The Power light is flashing or is out.

If the Power light begins to flash or is out, the Rogers Business Phone Terminal is not receiving AC power. Confirm that both ends of the AC power cable are properly connected. If the AC power cable is properly connected and the Power light is still out, call **1 866 727-2141** and request Technical Support.

The lights are flashing.

If any of the Telephone 1/2/3/4 lights are flashing on the front of the Rogers Business Phone Terminal, one or more phones are off the hook. Confirm that all of your phones are properly hung up.

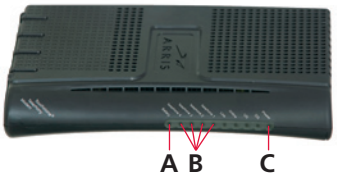
The Battery light is flashing.

If the Battery light on the front of the Rogers Business Phone Terminal is flashing, the battery needs to be replaced. Call **1 866 727-2141** and request Technical Support.

The Battery light is off.

If the Battery light is off, try the following steps:

1. Check the bottom of the Rogers Business Phone Terminal and ensure that a battery is present.
2. If there is a battery, remove it and securely reinsert it (you should hear a click). The battery light may begin flashing to indicate that it is charging.
3. If the battery light is still off, call **1 866 727-2141** and request Technical Support.

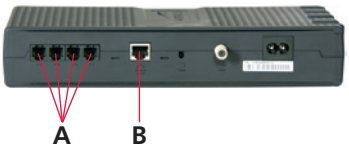


FRONT

A = Battery Light

B = Telephone 1/2/3/4 Lights

C = Power



BACK

A = Telephone 1/2/3/4 ports

B = Reset Button

Note: The installed phone terminal may be different than shown above. Depending on your line requirements you may have received a 2, 4 or 8 port terminal.

No dial tone.
I cannot place calls.

If you have a single line telephone:

1. Try placing a call from a different phone in your business.
2. Ensure that all your phones are properly connected to their jacks, that they are not off the hook and that they are plugged into a wall outlet (if they require power).
3. If you're using a cordless phone, make sure that the handset is in range of its base and that it is properly charged.
4. Ensure that a phone splitter has not been connected between your Rogers Business Phone Terminal and the phone jack.
5. Unplug each of your phones from its jack and try connecting a single phone to isolate the problem to a specific phone or jack.

- If you hear a dial tone, it may indicate a problem with one of your jacks.
- If you do not hear a dial tone from any of your jacks, go to step 6 below.

6. Check the LED pattern on your Rogers Business Phone Terminal to ensure that it is working correctly. During normal operation, all of the lights on the front of your Rogers Phone Terminal will remain on and steady except for Link LED which will remain off.
7. If your Rogers Business Phone Terminal is not working correctly, follow the steps in the next column to reset it.

Steps to Reset the Rogers Business Phone Terminal

1. Look at the back of the Rogers Business Phone Terminal and locate the reset button.
2. Press and hold the reset button with a paperclip until the lights on the front of the terminal turn off.
3. Release the reset button.
4. The terminal will begin the start-up sequence, which takes approximately 5 minutes.
5. The LED on the front of your Rogers Business Phone Terminal should now be lit and steady.
6. If this does not resolve your problem, call your interconnect company or Rogers at 1 866 727-2141.

If you have a Key System Unit/PBX:

1. Check the LED pattern on your Rogers Business Phone Terminal to ensure that it is working correctly. During normal operation, all of the lights on the front of your Rogers Phone Terminal will remain on and steady except for Link LED which will remain off.
2. Connect a single line phone directly to the Rogers Phone Terminal (Port 1) and listen for dial tone.
3. If there is dial tone, please contact your Interconnect company for KSU/PBX support.
4. If there is no dial tone, call our Business Support Centre at **1 866 727-2141** and request Technical Support.

I cannot receive calls.
My phone does not ring.

1. Ensure that you hear a dial tone and can place a call. If you can't, refer to the steps on the page 39 "dial tone."
2. Ensure that the Call Forward – All Calls feature is not on. (Dial * 7 3 to deactivate it.)
3. Make sure that your phone ringer is on and loud enough to hear. (Refer to your phone manual for instructions.)
4. Ensure that all your phones are properly connected to their jacks, that they are not off the hook and that they are plugged into a wall outlet (if they require power).
5. If you are using a cordless phone, make sure that the handset is within range of its base and that it is properly charged.
6. If you have a key system or PBX, please contact your Interconnect company.
7. If none of the steps above resolves the issue, please call **1 866 727-2141** and request Technical Support.

I hear static and/or a hum while on a call.

Static or hum on a line may indicate trouble with the phone, the wiring or the jacks. Follow these steps to troubleshoot:

1. Unplug each of your phones from its jack and try connecting a single phone to isolate the problem to a specific phone or jack.

NOTE: If possible, use a corded phone for the steps below.

- If you do not hear static or a hum, the problem may be with one of your other phones or jacks.
- If you still hear static or a hum, try step 1 with another phone on a different jack.
- If you still hear static or a hum after trying all your phones on all of your jacks, try the steps below.

2. Check each of your phones for stuck buttons, damaged keypads or other damage.
3. Check each of your jacks for physical damage or loose wiring.
4. If you have a key system or PBX, please contact your interconnect company.
5. If none of the steps above eliminates the static or hum, call **1 866 727-2141** and request Technical Support.

Caller information is not being displayed.

1. Ensure that the caller is not blocking the caller information – does the display read "private name/ private number"? See page 19.
2. Make sure that the phone is compatible with Call Display (consult your phone manual).
3. Check both the phone power adapter and electrical outlet to ensure that your phone is plugged in properly. Call Display phones should be plugged directly into the phone outlet, with no answering machines, fax machines, extension cords or jack splitters between the Call Display phone and the jack. These components may prevent the Call Display information from being sent to your phone.
4. Call **1 866 727-2141** and request Technical Support.

My Call Display only shows 7 digits of a phone number.
I am unable to redial missed calls directly from my Call Display list.

Some Call Display-compatible phones allow you to program your area code into your phone. This means that calls being displayed show only the 7-digit telephone number (without the area code). To display the full 10-digit phone number, do not program an area code into your phone. Refer to your phone manual for instructions.

If the problem persists, call **1 866 727-2141** and request Technical Support.

I am having a problem programming my fax machine to accept incoming faxes.

Depending on which features you subscribe to, your fax machine may not be correctly programmed to accept incoming faxes. Verify the following information to ensure your fax machine is set up properly:

1. Is your fax machine properly installed and powered on?

- No – Please review the fax machine manual.
- Yes – Go to step 2.

2. Has the ring pattern required to activate your fax machine been set?

- No – Please set the activation ring pattern on your fax machine.
- Yes – Go to step 3.

3. Is your phone capable of making the ring pattern to activate your fax machine?

- No – Set your fax machine activation ring pattern to one that your phone is capable of making.
- Yes – Go to step 4.

4. Call **1 866 727-2141** and request Technical Support.

NOTE: Rogers offers a feature called Distinctive Ring that is perfect for fax machines. Distinctive Ring allows you to have multiple phone numbers with corresponding Distinctive Rings for each number. You can assign a specific phone number, with its own distinctive ring, for your fax machine. This is done without installing new lines in your business. See page 29 for more information.

THE DISTINCTIVE RING PATTERNS ARE

DISTINCTIVE RING	LINE
1st Distinctive Ring 2 long rings	**1st Virtual Line**
2nd Distinctive Ring 2 short and 1 long ring	**2nd Virtual Line**

TIP

Dial to activate/deactivate the long distance ring notification, dial * 4 9 or use Business Online Manager (see page 10). By default, the long distance ring notification is activated. If you will not be using a fax machine on your line, we recommend you turn off the long distance ring notification.

SOME COMMON RING PATTERNS TO AVOID ARE

RING PATTERN	DESCRIPTION
1 ring	This is used to announce incoming local calls. If your fax machine is set to 1 ring, all incoming local calls will activate your fax machine.
3 rings **(1 long and 2 short)** by default this is turned on	This is used to announce incoming long distance calls. If your fax machine is set to the default (1 long ring and 2 short rings), all incoming long distance calls will activate your fax machine.

NOTE: Instead of a dedicated line for incoming faxes, Distinctive Ring can also be used to have multiple phones numbers on a single line with corresponding Distinctive Rings for each number. You can assign a specific phone number, with its own distinctive ring, for your fax machine (see page 29 for more information).

QUESTIONS ABOUT ROGERS BUSINESS PHONE

How does Rogers Business Phone work?

Rogers Business Phone uses Rogers loop start (not ground start) cable lines to deliver local service – instead of receiving your phone service over the phone company's wires, you'll get it through the Rogers cable lines.

Will my Rogers Business Phone service continue to work during a power outage?

Yes. Your Rogers Business Phone Terminal has a battery back-up that allows you to use your phone service while the power is out. Provided that the battery in your Rogers Business Phone Terminal is correctly installed and fully charged, you will have up to 8 hours standby or depending on the number of lines you have, up to 5 hours of talk time during a power outage.

NOTE: Cordless phones cannot work during a power outage. We recommend that you keep at least one corded phone in your office in case of a power outage.

How do I add or remove Calling Features from my service?

To add or remove features, please call **1 866 727-2141** and our Business Specialists can assist you. You can add or change your calling features at any time.

Is Rogers Business Phone compatible with all telephone devices?

Rogers Business Phone supports most types of phones and fax machines; however, we cannot guarantee full compatibility with every type of device. If you have questions about the compatibility of your equipment, call **1 866 727-2141**.

Is Rogers Business Phone compatible with dial-up modems?

Rogers Business Phone supports most types of phones and devices (although we cannot guarantee full compatibility with every type of modem). If you use a dial-up internet service, we recommend switching to Rogers Business Internet, which provides faster speeds than dial-up. For more information call **1 866 727-2141** and speak with a Rogers Business Specialist.

Does Rogers Business Phone work with alarm systems?

Yes. Rogers Business Phone works with the majority of alarm systems. Rogers Business Phone is easily incorporated into an existing alarm system because it uses a dedicated, private cable network, not Voice over Internet Protocol (VoIP) or the internet to transmit information to the alarm company.

NOTE: If your phone number has changed, you should provide the new number to your alarm company immediately so that they can update your account contact information.

Does Rogers Business Phone work with Point of Sale devices?

Yes. Rogers Business Phone does work with the majority of Point of Sale devices in Canada.

I do not want my phone to ring differently on long distance calls. Can this be disabled?

Yes. This feature can be activated/deactivated by dialling * 4 9 or online with Business Online Manager (see page 10 for instructions).

How do I access my Business Voicemail?

- From the office, dial * 9 8.
- Toll-free, dial **1 87ROGERSVM** (1 877 643-7786)
- Online, go to **rogers.com/messagecentre**

QUESTIONS ABOUT CALL WAITING AND CALL FORWARD

How do I use Call Waiting with the Enterphone or intercom system in my building?

Refer to page 29 of this guide for information on how to use Call Waiting with an intercom system or Enterphone.

If I activate Call Forward – All Calls, can callers still leave me Voicemail messages?

No. If you subscribe to the Voicemail service and forward calls to an alternate number, your Voicemail service will not receive messages.

Can I still make outgoing calls if I activated the Call Forward – All Calls feature?

Yes. You can make outgoing calls, but you cannot receive any calls.

Why do I still hear my phone ring briefly when I activate Call Forward – All Calls?

If someone tries to call you while Call Forward is on, your phone will ring briefly to remind you that the feature is activated.

If I activate Call Forward – All Calls with a long distance phone number, will I be charged for a long distance call?

Yes. If you forward your calls to a phone number outside your local calling area, the usual long distance charges will be billed to your account if the call is answered.

QUESTIONS ABOUT HUNTING

How do I change the sequence of my hunt group(s)?

Call **1 866-727-2141** to change or create hunt groups.

Why does my hunt group only hunt if the line is busy? How can I make the lines hunt if the pilot line is unanswered?

Hunting to the next line in a hunting group occurs only when the pilot line is busy. Calls to the pilot line that are unanswered will go to Voicemail if that feature has been activated. Calls made directly to the member lines do not hunt.

QUESTIONS ABOUT SIMULTANEOUS RING

Will Simultaneous Ring work with ALL phones?

Yes. If you subscribe to Simultaneous Ring, it will ring up to five lines—your Rogers Business Phone and four additional phone numbers that you specify. Those numbers can be for any device, including your wireless device or home phone or someone else's line. The phone numbers do not have to be on the Rogers network.

I have Voicemail on each of the lines that are currently set up on my Simultaneous Ring feature. Which Voicemail will pick up unanswered calls?

The phone number that has been set up with the shortest number of rings before it goes to Voicemail will receive the Voicemail message.

QUESTIONS ABOUT PBX FRAUD

How can I protect my business from PBX fraud?

While no telecommunications system can be completely free from the risk of fraud, diligent attention to system security can reduce your risk. The following are a number of ways you can protect your business.

- **Update your passcode:** Simple, sequential or pre-set pass codes are vulnerable to fraud and should never be used. Your unique passcodes should never be programmed into auto-diallers, and should be updated on a regular basis.
- **Educate your employees:** You and your employees should be aware of the threat of telecom theft and take the necessary actions to protect your phone systems.
- **Block unnecessary traffic:** Configure your system to restrict long distance access to specific times – during regular business hours, for example. You can also arrange to block or limit access to overseas calls.
- **Configure your system to restrict long distance access to specific times** – during regular business hours, for example. You can also arrange to block or limit access to overseas calls.

Be proactive, watch for signs of fraudulent activity:

- Suspicious changes in normal calling patterns
- Complaints from customers that they cannot call in because the system is always busy
- Increases in wrong number calls or silent hang-ups
- Increases in night, weekend and holiday traffic
- Increases in your toll-free traffic
- Increase in international calling
- Increase in abnormal calls i.e. crank and obscene calls
- Toll Calls originating in Voicemail

HELP & SUPPORT

We're here to assist you and answer your questions. Refer to this section whenever you need help or have questions.

How to Contact Us

Rogers Business Support Centre

1 866 727-2141

Monday to Saturday 8 am – 9 pm EST

Business Technical Support Line

1 866 727-2141

24 hours a day, 7 days a week

Business Voicemail

1 87ROGERSVM (1 877 643-7786)

Business Message Centre

rogers.com/messagecentre

Business Online Manager

rogers.com/businessonlinemanager

For information about Rogers Business Internet and Business TV services, visit **rogers.com/business**.

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Turn Voicemail back on	* 9 2
Change number of rings before calls are directed to Voicemail	* 9 4
Activate Call Forward – All calls	* 7 2
Deactivate Call Forward – All calls	* 7 3
Block Call Display on a call	* 6 7

VOICEMAIL SHORTCUTS

After listening to a Voicemail message, you can use the following commands for more information.

Press	To
1	Rewind
2	Pause/continue
4	Listen to the message again
5	Date/time/length of message

Press	To
7	Erase the message
9	Save the message
0	Help
*	Cancel

DEDICATED HELP & SUPPORT FOR YOUR BUSINESS

For questions or technical support, call our Rogers Business Support Centre at **1 866 727-2141**.

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