eastlink

business

Business User Guide

Central

eastlink.ca/business

Thank You

for choosing Eastlink – One of Canada's 50 Best Managed Companies.

Eastlink prides itself on delivering innovative and reliable business solutions to our business customers. We've been investing in our state-of-the-art digital network to bring you the very best in communications services.

Through our modern fibre optic network, Eastlink Business customers benefit from technology, choice and value that is second to none.

Whether you own a small business or manage the information technology needs of a large company, Eastlink offers you an enhanced lineup of products and services, and access to 24/7 local service and support. We are there when you need us most.

Enclosed in your Business User Guide is information on Eastlink's business communication services. We encourage you to familiarize yourself with our options for your business.

Should you have questions about your Eastlink business account or require service and repair assistance, our skillful, knowledgeable group of experts is dedicated to helping your business succeed. Contact an Eastlink Business Solutions Consultant at **1-877-813-1727**, Monday to Friday or via email at **business.sales@corp.eastlink.ca**.

To learn more about Eastlink and our products, visit our website at **www.eastlink.ca/business**.

Thank you for choosing Eastlink Business.

Sincerely,

Jeff Gillham
Vice President of Business Sales

Telephone

Business

Welcome to Eastlink
Business Telephone.

To access Centrex features, you must be an Eastlink Centrex subscriber and have the specific feature programmed on your line. This guide will help you understand and use the various calling features available by subscription on the Eastlink Centrex system. Should you have any further questions please do not hesitate to contact your account manager or call toll-free at **1-877-813-1727**.

Note: Access codes (codes) can be programmed on the memory keys of certain sets.*

Speed Call Long List

This feature allows you to pre-program up to 70 of your most frequently called numbers. The Speed Call list can be shared within a customer group and changed by the controlling number.

To program or change:

- Press `*` `7` `0`.
- Dial the number (00–69) assigned to the location of the number to be stored in the list.
- Dial the number to be stored (up to 24 digits) and press `#`.
- Confirmation tone is heard.

To use:

- Press `*` and the two digit code assigned to the stored number.
- Press `#`.

Speed Call Short List

This feature allows you to pre-program ten of your most frequently called numbers.

To program or change:

- Press `*` `7` `1` — special tone is heard.
- Press a one digit code by which the number is stored and identified.
- Dial the number to be stored and press `#`.
- Confirmation tone is heard.

To use:

- Press `*` and the one digit code assigned to the stored number.
- Press `#`.

Call Park

This feature allows you to "park" a call against your telephone number. The "parked" call can then be retrieved from any station in your Centrex group. Useful when you are talking on the phone to a caller, but you must go to another office.

To activate:

- Press `LINK`.
- Dial `*` `7` `2`.
- Replace handset. The call is now parked.

To retrieve:

- Press `*` `7` `3`.
- Dial the extension number the call is parked against (i.e. the number that parked the call).
- You now have the parked call on your line.

Directed Call Pick Up

This feature allows you to "pick up" a specified call ringing against a telephone number in your Centrex group.

To activate:

- Press `LINK`.
- Dial `*` `7` `4`.
- Dial the extension number the call is ringing against.
- You are now connected to the ringing line.

Call Waiting

A special tone will alert you to a waiting call. To answer the incoming call, quickly press and release the receiver button (the hang up button) on your telephone.

Note: If your phone has a `LINK` or `FLASH` key you can use this instead.

- Upon hearing the call waiting tone, press `LINK`.
- You are now connected to the 2nd caller.

To alternate between callers:

- Press `LINK`.

Cancel Call Waiting

Cancel Call Waiting allows you to prevent, on a per-call basis, any incoming calls from call waiting. Incoming calls to your telephone number are given a busy signal ensuring that call waiting indication tones will not interrupt important calls or disrupt data transmissions.

To activate:

- Press `*` `7` `6`.
- After receiving the dial tone, dial the destination number.

Call Pick Up

This feature allows you to pick up any ringing phone in your office's Centrex group without going to the ringing station. Calls will be picked up in sequence. Telephone must be assigned to a Call Pick Up group.

To activate:

- You hear a phone in your office ringing.
- Press `*` `7` `7`.
- You are now connected to the incoming call.

Three Way Conference/Call Transfer

This feature allows you to establish a three party conference call between two callers and yourself.

- While the line is in a talking state, press `*` `7` `8` or `LINK`.
- Place second call.
- Press `*` `7` `8` or `LINK`.
- All parties are now connected.

Note: If the number you have called is busy, press `*` `7` `8` or `LINK` twice. You are now connected to the original caller.

Selective Call Rejection

Selective Call Rejection (SCR) allows you to selectively program a list of up to 12 Directory Numbers (phone numbers) from which calls are to be rejected or blocked. Incoming calls that are on the list are routed to an announcement informing the caller that the called party does not wish to receive the call.

To program:

Selective Call Rejection is accessed by dialing `*` `8` `0`. After gaining access to the service, activation or deactivation is accomplished by dialing an activation/deactivation code as directed by an announcement.

- Press `*` `8` `0`, wait through the 2–3 second delay, and follow the prompts.

Note: While being prompted you can screen the last caller by pressing `#`.

Call Trace

Allows you to trace an unidentified, disturbing call.

To activate:

After the call is terminated,

- Press `*` `8` `1`.

When the trace has been completed, an announcement will inform you that the trace was successful. If you wish to take action, please contact your local police department.

Ring Again

This feature eliminates the need to make repeated attempts to a number that is busy.

To activate:

You have called a number and encountered a busy signal.

- Press `LINK`.
- Press `*` `8` `4`.
- Replace handset in cradle.
- When the phone that was previously busy becomes idle, your phone will ring in a distinctive ring sequence (one long ring, two short rings).
- Lift handset.
- The phone that was previously busy will automatically be called.

To cancel Ring Again:

- Press `*` `8` `4`.

Hold

This feature allows you to temporarily place a call on hold while you perform another task.

- Press `*` `8` `5` or `HOLD`.
- Replace handset in the cradle.

To return to caller:

- Lift handset or press `*` `8` `5` or `HOLD` if the handset was not placed in the cradle.

Calling Name/Number Block

To selectively block the caller name and number displayed on the called party's set (on a per call basis):

- Press `*` `8` `7`.
- Dial required phone number.

Call Forward

This feature allows you to direct your incoming calls to another phone within or outside your office.

To activate:

- Press `*` `8` `8`.
- Dial the number of the telephone you wish to forward to.

To deactivate:

- Press `*` `8` `9`.

Voice Mail

To access your Voice Mail messages:

- Press `*` `9` `8`.
- Enter your mailbox number.
- Enter your password.

For additional Voice Mail information, see our Voice Mail User Guide available online at eastlink.ca.

Automatic Recall

This feature allows you to retrieve the last telephone number that called your line.

- Press `*` `9` `6`.

Last Number Redial

This feature automatically dials the last number that was called from your phone.

- Press `#` `#`.

Voice Business Mail

Welcome to Eastlink Business Voice Mail System.

Your new voice mailbox will allow you to improve your productivity and to work more efficiently. With the Voice Mail System you will no longer miss those important calls.

All your calls will now be answered by your personal greeting, whether you are away from the office or already on the phone. You can also send and receive messages while away from the office simply by calling the Voice Mail System.

If, at any time, you require additional information on your new Voice Mail System, please call Eastlink Business Services **1–877–813–1727**.

Accessing the Voice Mail System

• Press ***** **9** **9**.

• Dial the Eastlink Voice Mail Access number*, as listed in the right column.

• Press **#** and enter your ten-digit mailbox number.

• Enter your password; *or*

• Dial your telephone number from a remote location.

• Press ***** when your voice mail message greets you.

• Enter your password.

Note: Should you wish to check your office mailbox from your home phone line, you will find that dialing ***** **9** **9** may take you directly into your home mailbox. Should this happen, press **5** **#** from the main menu. This will allow you to log into a different mailbox.

Recording/Changing Your Mailbox Password

At the main menu:

• Press **4** for personal options.

• Press **2** for administrative options.

• Press **1** for passwords.

• Press **1** to change your password.

• Enter the old password and press **#**.

• Enter the new password and press **#**.

• Press **#** to confirm the password.

Creating/Changing Your Recorded Name

- Press **4** for personal options.
- Press **3** for greetings.
- Press **4** for your recorded name.
- Press **2** to record your name at the tone, and then press **#**.
- Press **#** to save.

Recording/Changing Your Personal Greeting

At the main menu:

- Press **4** for personal options.
- Press **3** for greeting/name options.
- Press **1** to select/modify greeting.
- Press **1** to select a personal greeting.
- Press **2** to record a personal greeting.
- At the tone, record your greeting. When you have finished, press **#**.
- To accept your greeting as you have recorded it, press **#** again; *or*
- To hear your greeting, press **1**; *or*
- To re-record your greeting, press **2**.

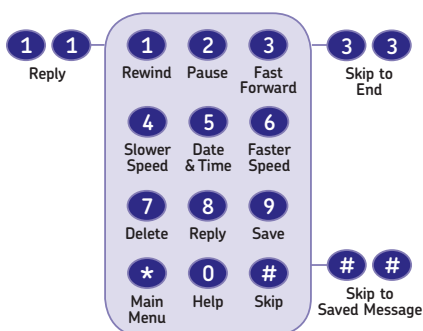## Recording/Changing Your Extended Absence Greeting

At the main menu:

- Press **4** for personal options.
- Press **3** for greetings.
- Press **3** for extended greeting.
- Record your greeting, then press **#**.
- Press **1** to enable message deposit; *or*
- Press **2** to disable message deposit.

Listening to Your Messages

When you pick up your telephone handset you will hear a distinctive interrupted dial tone indicating you have a new voice mail message. Some sets have a 'message waiting' indicator light.

Note: You can still make a call over an interrupted dial tone before collecting your messages.

Using the Play Menu (while reviewing your messages)

1 Reply	1 Rewind	2 Pause	3 Fast Forward	3 Skip to End
	4 Slower Speed	5 Date & Time	6 Faster Speed	
	7 Delete	8 Reply	9 Save	
	* Main Menu	0 Help	# Skip	# Skip to Saved Message

Special Notes

- At any menu, press **0** for help.
- At any menu, press ***** to cancel and go back to the previous menu.
- At any menu, press ***** ***** to go back to the Main Menu.

Restoring/Listening to Deleted Messages

With this feature you are able to restore up to five of the most recently deleted messages that have occurred during the previous two days.

At the main menu:

- Press **1** **9** to review deleted messages. At the end of each message you may;

- Press **1** to listen to it again.

- Press **6** to send a copy of the message.

- Press **7** to erase the message; *or*

- Press **9** to save the message; *or*

- Press **#** to skip the message.

Once the message is erased, saved or skipped, the next message will automatically begin to play. When all messages have been played, the system will return to the main menu.

Sending a Copy of a Message

At the main menu:

- At the end of the message, press **6** to forward the message.

- Record your introductory comments and press **#**, then press **#** again to forward.

- Enter the ten-digit destination mailbox number where you wish to forward the message (including area code).

- Press **#** to send your message.

Creating/Changing Your Group Distribution List

At the main menu:

- Press **4** for personal options.

- Press **2** for administrative options.

- Press **2** for group lists.

- Press **1** to create a list.

- Assign a two-digit number to the list you want to create (from 11 through 99).

- Record the name for the list, then press **#** (e.g. regional sales managers).

- Enter the ten-digit mailbox number of the person you want on the list, then press **#**.

- Press **2** to review all the names on the list (if desired).

- Press ***** to exit and save the complete list.

Eastlink Voice Mail Access and Business Services Numbers.

Business Services Access:

1-877-813-1727

Remote Voice Mail Access:

To access a complete list of Eastlink remote calling numbers, please visit eastlink.ca/business

Telephone

Home Office

Welcome to Eastlink Business
Home Office Telephone

This guide is only applicable for Home Office Telephone users.

Eastlink offers a variety of features and functions that can be included in your monthly subscription service package. The following outlines the Features available and how they are used.

CONVENIENCE

Call Waiting

How do I answer a waiting call?

A special tone will alert you to a waiting call. To answer the incoming call, quickly press and release the receiver button (the hang-up button) on your telephone.

Note: If your phone has a `LINK` or `FLASH` key, you can use this instead. Your first caller will automatically be put on hold while you answer the second call. To alternate between callers, press and release the receiver button. Each conversation will remain private. To end either call you can press the link button or quickly press and release the receiver button.

How do I temporarily turn off Call Waiting before making a call?

Lift the handset and listen for the dial tone.

Press `*` `7` `0` and listen for a confirmation tone. You are now ready to make a call that will not be interrupted by the Call Waiting tone. Call Waiting will automatically resume after you hang up.

Call Forwarding

Automatically send incoming calls to another number.

Call Forwarding will allow you to route incoming calls to another phone number. While Call Forwarding is on, the phone can still be used to make outgoing calls.

How do I turn on Call Forwarding?

Pick up the receiver and press `*` `7` `2`. When you hear the dial tone, enter the number where you want your calls forwarded to. When the call is answered, your Call Forward feature is in effect.

Note: If the line is busy, or there is no answer at the forwarding number, hang up and repeat the process to ensure the feature is activated.

How do I turn it off?

Pick up the receiver and press `*` `7` `3`, you will hear a confirmation tone, then hang up. All incoming calls will now ring normally on your phone.

Multi-Line Hunt

Make sure all calls are answered.

If you choose to have more than one telephone line at your home office, you can subscribe to the Hunt feature. When a call is made to any of the telephone numbers, and that number is busy or has activated Call Forward, the call is offered to the next phone number.

Flexibility

3-Way Calling

Talk to two people in two different places at the same time.

This service allows you to add a third person to your current call. To add the third person, quickly press and release the receiver (hang-up button) to put the current caller on hold. When you hear a dial tone, enter the third person's phone number.

When ready to connect the two callers, quickly press and release the receiver button. If the third person did not answer or you wish to disconnect them, again press and release the receiver button and you will be reconnected to the person on hold.

Call Return

Easily dial your last caller — even if you didn't answer.

If you couldn't get to the phone in time, you can still find out who called. Press **✱ 6 9** and a recording will provide the caller information. You can choose to call the person back by pressing **1**.

Ring Again

If you have called a number and the line is busy, hang up, then press **✱ 6 6** and your phone will keep trying the line for up to 30 minutes. A special callback ring will alert you when the line becomes free.

Note: Some phones ring normally. To cancel your Ring Again request, press **✱ 8 6**.

Speed Dial

Reduce frequently called numbers to a single digit.

You can enter up to eight local or long-distance numbers into your Speed Dial list. You can call these people by pressing their one-digit speed code number, then press **#**.

How do I program my Speed Dial list?

Lift the receiver and listen for the dial tone. Press **✱ 7 4** and listen for the dial tone, then press a one-digit speed code, (choose any number from 2 through 9) and enter the phone number you wish to assign to that speed code. Press and listen for the confirmation tone. The number is now stored. Repeat the procedure to program more numbers.

Note: For long distance calls, be sure to include **1**, plus the area code.

How do I call someone on my Speed Dial list?

Lift the handset and listen for the dial tone. Press the one-digit speed code, then press **#**.

How do I change my Speed Dial list?

Lift the receiver and listen for the dial tone. Press **# 7 4** and listen for the dial tone, then press the one-digit speed code you wish to change. Listen for the cancellation tone, then the dial tone. Enter the phone number you wish to assign to that speed code. Press **#** and listen for the confirmation tone.

Intercom

Call another extension.

The Intercom feature lets you place calls between telephones in the same house or on the same Network Access Service. Simply enter your own phone number, listen for a busy signal and hang up. All extensions will ring until someone picks up. When they pick up, then you can too. If no one picks up, simply pick up the receiver and hang up to cancel the Intercom session.

Note: This service is not compatible with Voice Mail.

Peace-Of-Mind

Call Display

Know who's calling before you answer.

Call Display will show the name and phone number for the person calling you. This service requires a phone that has a display screen or a separate add-on display unit.

Note: If an incoming call displays 'unknown name' and 'unknown number', the caller is in an area that does not support Call Display services or may be calling from a cellular phone.

Visual Call Waiting

See who is behind the 'beep!'

Visual Call Waiting works with Call Waiting and Call Display. This service displays the name and number of the incoming caller (if available) when you are on the phone. Users will need a telephone with a compatible display screen to use this service.

Select Ring

Know who the call is for by the sound of the ring.

Select Ring, sometimes called the 'Fax Line', allows you to add an additional phone number to your existing phone line. Each number has its own distinctive ring, indicating which number is being called.

Call Screen

To screen a particular telephone number.

Pick up the receiver and listen for the dial tone. Press `*` `6` `0`, wait through the 2-3 second delay, and follow the prompts.

Note: To screen the last caller, press `#`. To deactivate Call Screen, press `*` `8` `7`.

To screen all private, and unknown-name/unknown-number callers:

Pick up receiver and listen for the dial tone. Press `*` `7` `7`, wait through the 2–3 second delay, and follow the prompts. To deactivate Call Screen, press `*` `8` `7`.

The following two features are included free-of-charge with your phone service.

Call Trace

Trace obscene or threatening calls.

Call Trace will identify and document, to authorities, the phone number of the last incoming call so that you can report nuisance calls. Information about the trace will only be provided to the appropriate law enforcement officials. To trace a call, hang up on the caller. Pick up the phone, listen for the dial tone, then press `*` `5` `7`. A recorded message will let you know if the call was successfully traced. Contact the police if you wish to take action on a traced call.

Call Block

Block your name and number from Call Display.

Call Block is provided automatically and free of charge to Eastlink Telephone customers. The service will allow you to block the display of your name and phone number on the display screen of the person you are calling. To block your name and number from Call Display, press `*` `6` `7` before placing your call.

Note: if you have a non-published number, do not press `*` `6` `7` or your number will be displayed.

Notes
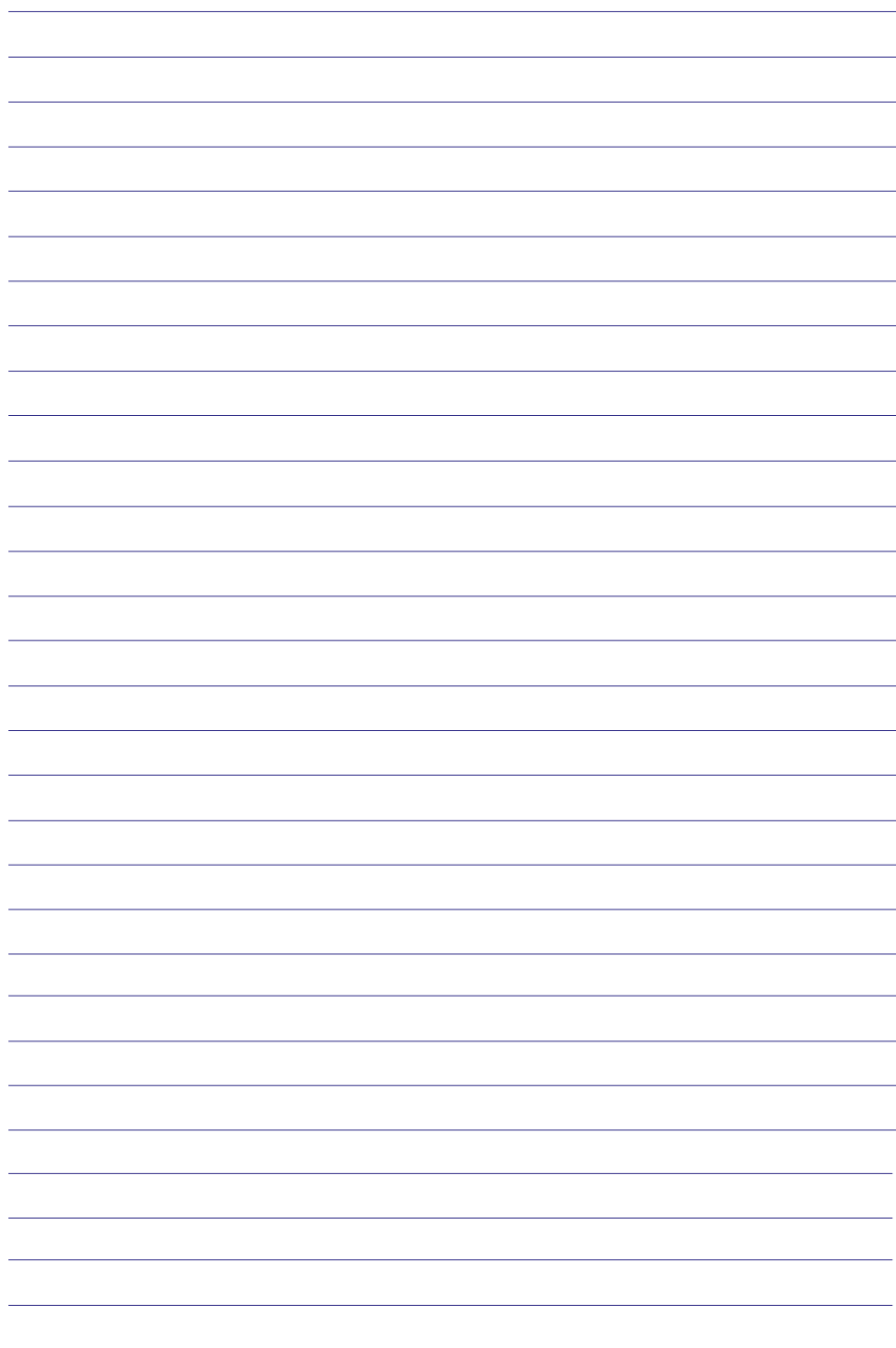
Notes

Business Solutions
Made Easy

Business Internet

- Fast download speeds up to 100 Mbps and upload speeds of up to 5.0 Mbps
- Cost-effective and reliable
- Optional Security Services, Web Hosting packages and more
- Scalable solutions to meet your needs

Dedicated Internet

- A truly dedicated Internet connection
- Congestion-free, guaranteed symmetrical bandwidth
- Scalable to grow with your business
- Delivered over our modern and reliable fibre-optic network
- 24/7 network monitoring and support

Data Communications

- State-of-the-art metro ethernet infrastructure
- Private, secure transmission of data
- 24/7 network monitoring and support
- Guaranteed bandwidth availability and performance
- Affordable and flexible solutions
- Future-ready and scalable

Business Telephone

- Full range of flexible telephone solutions and features
- Competitive Long Distance rates
- Keep your current telephone numbers
- Modern, reliable network

Business Bundles

- Combine services and increase your monthly savings
- Includes Business Telephone and High Speed Internet with download speeds up to 20 Mbps
- Business Telephone with select calling features and competitive Long Distance rates
- Static IP options with upload speeds up to 2.0 available

TV for Business

- HD offers unparalleled picture clarity with rich, vibrant colours and Dolby Digital 5.1 Surround Sound
- Keep your staff and your clients plugged into the world
- Flexible Digital programming offers sports, news, information, entertainment and commercial-free music
- Strong, reliable signal hard-wired into your business

About Eastlink

At Eastlink, more than 1,150 employees Canada-wide provide a range of communications, entertainment, television and advertising services to residential, business and public sector customers in Atlantic Canada, Ontario and Quebec. Eastlink has the distinction of having been the first cable company in Canada to enter the telephone market, and the first cable company in Canada to combine Cable, Internet and Telephone in a communications and entertainment bundle. At Eastlink, creativity, ingenuity and innovation are the driving forces behind our great products and services.

Eastlink has invested in a fibre optic network that ensures Eastlink Business customers have technology, choice and value that is second to none, making it easy for business customers to connect with customers down the street, across the country or around the world.

Eastlink has been recognized as one of Canada's 50 Best Managed Companies for the past three years, and its parent company, the Bragg Group, was named Canada's Family Enterprise of the Year for 2009.

Eastlink Telephone
Offers local and long distance telephone solutions and related products.

Eastlink High Speed Internet
Provides Internet connection services through exceptionally fast and reliable cable modem technology.

Eastlink Cable Systems
The fifth largest cable company in Canada, provides cable and digital cable television services.

Eastlink Television
Operates a network of community television channels within the markets served by Eastlink Cable Systems.

Eastlink Advertising
Delivers low-cost, high-frequency broadcast advertising to targeted local, regional and national markets with professional audio and high-impact graphics.

Call 1-877-813-1727 or visit eastlink.ca/business