

Home Phone

with Full Features

Available for a limited time only

\$12^{.50}/Month

THAT'S ONLY \$150/YEAR

Price includes features such as voice mail, caller ID, and more. Look inside for details. Go ahead and compare our home phone options. There is only one thing you'll find, when it comes to saving and quality service, CaspianWave gives you more.



416-548-7592

10am-7pm (Mon-Fri)

1-866-950-3595



CaspianWave
www. .com



Home Phone
\$12^{.50}/Month

With Full Features
THAT'S ONLY
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Big Savings!

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Price includes features such as voice mail, caller ID, and more. Look inside for details. Go ahead and compare our home phone options. There is only one thing you'll find, when it comes to saving and quality service, CaspianWave gives you more. 30 days full money back guarantee, No question asked!



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416-548-7592
10am-7pm (Mon-Fri)

MONTHLY PAYMENT

	Package	Features	System Access Fee (non-government fee)	Touch-tone Service	Other fees (including 9-1-1 Impaired Assistance)
\$12.50	\$12.50	15	\$0.00	\$0.00	\$0.00
Bell					
\$30.94	\$27.95	2	\$0.00	\$2.80	\$0.19
ROGERS™					
\$31.31	\$24.95	2	\$5.95	\$0.00	\$0.41

ANNUAL PAYMENT

	Annual Payment	Installation Fee	One Time Fee
\$150.00	\$150.00	\$0.00	\$0.00
Bell			
\$446.28	\$371.28	\$55.00	\$20.00
ROGERS™			
\$375.72	\$375.72	\$0.00	\$0.00

* Fees subject to applicable taxes.
 * Source: Bell.ca & Rogers.com – July 16, 2009
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IMPORTANT NUMBERS



EMERGENCY
POLICE
AMBULANCE
FIRE
9-1-1



Business Directory
Services
4-1-1



Toronto Help Line
2-1-1



Ontario Travels
Road Information
5-1-1



CaspianWave
Customer
Service
6-1-1

CaspianWave Telephone Features and Guides

Telephone and Features: CALL DISPLAY

See who is calling before you answer the phone. Both the name and number of the person who is calling may appear on your display screen.

Using Call Display:

- Call Display operates on direct dialed calls from most areas.
- The caller's name and/or telephone number will appear on the display screen after the first or second ring.
- If a caller has blocked the display of their name/number, Unknown Name/ Unknown Number or Private Name/ Private Number will appear on your display screen.
- Sometimes calls will be displayed as 'Unknown' because these calls are either placed from a pay phone, a business line or a cellular phone. Non-published numbers will show up as 'Private Name' and/or 'Private Number'.
- Unless you subscribe to Visual Call Waiting, which includes Call Waiting and Call Display, the name/number of a waiting call will not be displayed.
- When using the Call Forward feature, incoming numbers will not be displayed.

Telephone and Features: 3 - WAY CALLING

Talk to two people at the same time, whether they are down the street or around the world.

Using 3-Way Calling:

- Step 1** While connected to the first person, ask them to hold while you connect a call with a second person.
- Step 2** Briefly press the **FLASH** button once and wait for the dial tone.
- Step 3** Dial the number of the second person.
- Step 4** After the second person answers, press the **FLASH** button to return to the original call. You can also consult privately with the second person before connecting the call.



Helpful Tips

If the third party does not answer or the wrong number was dialed, press the **FLASH** button twice to return to the original call.

If you established the three-way call, you cannot hang-up without terminating the call; however, either of the called parties can hang up at any time without interruption.

Calls that are made to parties outside the local calling area are subject to long distance charges, billed to the person activating the three-way call.

Call Waiting and **Visual Call Waiting** do not work while using **Three-Way Calling**. Any calls coming in will hear a busy signal or will be routed to **Voice Mail**, if you are a subscriber.

Telephone and Features: **CALL BLOCK (*67)**

Block your name and telephone number from appearing on the display screen of the person you are calling. There is no charge for using **Call Block**.

Using Call Block:

- Step
1 Pick up the telephone and listen for the dial tone.
- Step
2 Dial ***67** before the number of the person you want to call.

Telephone and Features: **CALL TRACE / LAST CALL RETURN (*69)**

Find the number of the last person who called your line.

Using Last Call Return Service:

- Step
1 Pick up the telephone and listen for the dial tone.
- Step
2 Press ***69**.
- Step
3 A voice message will notify you of the telephone number, that the last incoming call was received. You have the option of returning the call.
- Step
4 To return the call press **1**.

Telephone and Features: **Speaking Clock (*60)**

- Step
1 Pick up the telephone and listen for the dial tone.
- Step
2 Press ***60**.
- Step
3 A voice message will tell you the **Time**.

Telephone and Features: **CALL FORWARDING (*72)**

With Call Forwarding you never miss a call. Simply have all your incoming calls forwarded to any other number, including cell-phones numbers.

Using Call Forwarding:

- Step
1 Pick up the telephone and listen for the dial tone.
- Step
2 Press ***72**.
- Step
3 Listen for beeps followed by a dial tone.
- Step
4 Dial the phone number where you want the calls to be forwarded to.
- Step
5 You must wait for the phone to ring on the other end to establish **Call Forwarding**.
- Step
6 If the person answers, stay on the line for at least 5 seconds to establish **Call Forwarding**.
- Step
7 If the called number is busy, hang up and try pressing ***72** again.
- Step
8 You will get beeps followed by dial tone as confirmation after you dial the phone number.

To Deactivate Call Forwarding:

- Step
1 Pick up the telephone and listen for the dial tone.
- Step
2 Press ***73**.
- Step
3 Listen for **two beeps** and hang up.



Helpful Tips

If the forwarded number is outside your local calling area, you cannot use this feature.

Outgoing calls can still be made from the line when the **Call Forwarding** is activated.

Unanswered calls will not be routed to **Voice Mail** when **Call Forwarding** is activated.

Call Forwarding can only be activated from your home telephone line.

If **Call Forwarding** is already activated, and you attempt to establish the service again, you will hear a fast busy tone.

Telephone and Features: CALL TRANSFER

Transfer a call to another number and either stay on the line or hang up to allow the two parties to have a conversation. Once you hang up, your line is free.

Using Call Transfer:

- Step 1** While connected to the first person, ask them to hold while you connect them to the second person.
- Step 2** Briefly press star two (*2) keys once and wait for the dial tone.
- Step 3** Dial the number of the second person.
- Step 4** You can either:
- Hang Up. The first caller will hear the ringing until it is answered, or goes to **Voice Mail** if you are a subscriber. Once you hang up you will be disconnected from the call.
 - Wait until the second person answers the phone; consult privately with them before connecting them. Once you are done press the **FLASH** button to connect them to first person, and then hang up. Once you hang up you will be disconnected from the call.



Helpful Tips

If the third party does not answer or the wrong number was dialed, press **pound (#)** key once and then press **star (*)** key to return to the original call.

Calls that are made to parties outside the local calling area are subject to long distance charges, by the person activating the **Call Transfer**.

NOTE: **Call Transfer** can only be activated for incoming calls.

Telephone and Features: **CALL WAITING (*70)**

Call Waiting notifies you of another incoming call when you are on a call.

Using Call Waiting Service:

- Step 1** Upon hearing the special beeps alerting you to another incoming call while on the phone, ask the first person to hold.
- Step 2** Press the **FLASH** button once.
- Step 3** To return to the original call, or to alternate between calls, press the **FLASH** button.
- Step 4** To end the first call before answering the second call, hang up the phone. The second call will ring through on the phone.

Telephone and Features: **VISUAL CALL WAITING**

- **Call Waiting** and **Call Display** are combined with a special enhanced feature so that you can see who the second caller is while you are on the phone.
- Voice Mail will pick up unanswered incoming calls, if you are a subscriber.
- To answer the **waiting call**, follow the same instructions as under **Call Waiting**.
- To turn off **Visual Call Waiting** signals before placing a call, or during a call, please follow the same steps under the **Call Waiting** section.



Helpful Tips

To temporarily turn off **Call Waiting** before placing a call, lift the receiver, press ***70** and listen for a tone which will confirm the **Call Waiting** signal is **OFF**. Now place the call. Callers will hear a busy signal or be routed to **Voice Mail** if you are a subscriber. **Call Waiting** will automatically turn on once you have hung up from the original call.

To temporarily turn off **Call Waiting** signals during a call, press the **FLASH** button briefly and press ***70**. Listen for two short beeps to confirm the Call Waiting signal has been turned off. Once this is completed, you can return to the original call. Callers will hear either a busy signal or be routed to **Voice Mail**. **Call Waiting** will turn on again automatically once the call is terminated.

If **Call Waiting is not answered** after two rings, it will go unanswered or be forwarded to **Voice Mail** if you are a subscriber.

To find out the phone number of an unanswered call, use **Last Call Return (*69)**

If a call is lost, hang up. Your phone will ring to re-establish the call.

Telephone and Features: DO NOT DISTURB (*78)

Do Not Disturb allows you to reject **ALL** calls. Callers will hear an announcement that the party they are calling does not wish to be disturbed.

Using Do Not Disturb:

- Step 1** Pick up the telephone and listen for the dial tone.
- Step 2** Dial ***78** to activate the service.
- Step 3** You will hear a recording that will tell you: "**Do Not Disturb** activated."

To Deactivate Do Not Disturb:

- Step 1** Pick up the telephone and listen for the dial tone.
- Step 2** Dial ***79** to deactivate the service.
- Step 3** You will hear a recording that will tell you: "**Do Not Disturb** deactivated."

Telephone and Features: SPEED DAIL (*75)

Speed Call allows you to program up to eight telephone numbers into any Touch-Tone phone so you don't have to worry about remembering phone numbers.

Programming Speed Call:

- Step 1** Pick up the telephone and listen for the dial tone.
- Step 2** Press ***75** and wait for three beeps.
- Step 3** Press the code number chosen (a one digit number from 2 to 9), and then enter the phone number, including the area code, to be programmed.
- Step 4** After **three beeps**, hang up.
- Step 5** To change a stored number, press ***75**, enter the one digit code and then enter the new number, including the area code, to be programmed.
- Step 6** After **three beeps**, hang up.
- Step 7** To erase the stored number, press the code number, wait for three beeps and then hang up.

Using Programmed Speed Call:

- Step 1** Pick up the telephone and listen for the dial tone.
- Step 2** Press the one digit number programmed, then the **pound (#)** key.

Telephone and Features: VOICE MAIL SERVICE

Voice Mail takes messages automatically, whether you are on the phone or away from home, 24 hours a day, 7 days a week. You can retrieve messages from any phone.

VOICE MAIL:

- Stores up to 30 messages, new or saved.
- Maximum message length is 3 minute.
- Save up to 30 messages for 30 days and up to 10 days for resaved messages.
- Greet callers with a 1 minute message.

VOICE MAIL TO EMAIL

We email your messages to you as attached sound files.

VOICE MAIL TEXT MESSAGE ALERT

Text Message Alert Service sends a SMS (text message) to your cell-phone and allows you to realize, you got voicemail.

For using this service you can call our Technical Support at **416.548.7592**, option '2'.

HOW TO USE VOICE MAIL

Setting up Voice Mail for the First Time:

Voice Mail service features an easy step-by-step voice instruction system. If a mistake is made during selection, it can be cancelled or backed up by pressing **star (*)**.

Access your Voice Mail from Home:

- Step 1** Dial ***98**
- Step 2** You will be prompted to enter your password.
- Step 3** Enter your password. Your default password is the last four digit of your phone number.**For example:** If your telephone number is 416-548-1234, your password is 1234.
- Step 4** Voice prompts will guide you through the process of retrieving messages.
- Step 5** To save a message press **9**, to erase a message press **7**, to skip a message press **6**.
- Step 6** Follow the prompts to record your personal greeting, or use the system greeting. You can change your greeting at any time.

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NOTE: If you have an unlisted telephone number, please follow the directions below for Accessing Your Mailbox from an Outside Phone.

Access your Voice Mail from an Outside Line:

- Step 1** Dial your phone number.
For example: If your telephone number is **416-548-1234**, to access your voice mail dial **416-548-1234**
- Step 2** Press **star (*)** during the greeting.
- Step 3** You will be prompted to enter your password.
- Step 4** Enter your password.
- Step 5** A voice prompt will guide you through the process of retrieving messages.
- Step 6** To save a message press **9**, to erase a message press **7**, to skip a message press **6**.

CUSTOMIZING YOUR VOICE MAIL

Changing Your Unavailable Greeting:

- Step 1** Press ***98** or dial your telephone number if outside the home, followed by the password. Follow the voice prompts for instructions.
- Step 2** To skip through voice prompts more quickly, select options **0, 1**, record message, press **pound (#)** to end.
- Step 3** When you are done recording you can press **2** to review your message, and then press **1** to save or press **3** to re-record.

Message Example: "Hi. You've reached (use name or telephone number). I/we am/are not able to come to the phone right now, but if you leave a message after the tone, I/we will get back to you as soon as possible. Thank you for calling."

Changing Your Busy Greeting:

- Step 1** Press ***98** or dial your telephone number if outside the home, followed by the password. Follow the voice prompts for instructions.
- Step 2** To skip through voice prompts more quickly, select options **0, 2**, record message, press **pound (#)** to end.

When you are done recording you can press **2** to review your message, and then press **1** to save or press **3** to re-record.

Message Example: "Hi. You've reached (use name or telephone number). I/we am/are on the phone right now, but if you leave a message after the tone, I/we will get back to you as soon as possible. Thank you for calling."

Change your Record Name and Number:

Step 1 Press ***98** or dial your telephone number if outside the home, followed by the password. Follow the voice prompts for instructions.

Step 2 To skip through voice prompts more quickly, select options **0, 3**, record message, press **pound (#)** to end.

When you are done recording you can press **2** to review your message, and then press **1** to save or press **3** to re-record.

Change or Record Temporary Greeting:

Step 1 Press ***98** or dial your telephone number if outside the home, followed by the password. Follow the voice prompts for instructions.

Step 2 To skip through voice prompts more quickly, select options **0, 4**, record message, press **pound (#)** to end.

When you are done recording you can press **2** to review your message, and then press **1** to save or press **3** to re-record.

Change a Password:

Step 1 Press ***98** or dial your telephone number if outside the home, followed by the password. Follow the voice prompts for instructions.

Step 2 Follow the voice prompts for instructions.

Step 3 To skip through voice prompts more quickly, select options **0, 5**, enter new password followed by the **pound (#)** key and then confirm your new password followed by the **pound (#)** key.

Change the Number of Rings:

To change the number of rings before your voice mail picks up call our Technical Support at **416.548.7592**, option **'4'**.



Helpful Tips

When there is a new message you will hear an interrupted dial tone when you pick up the receiver. Certain phone models will also feature an indicator light that will flash. Calls can be made and received with messages in the mailbox.

If you have a new message, the intermittent dial tone will interfere with some modems. Simply check your message to clear the dial tone.

MESSAGE FEATURES

Now you can **forward** messages to friends and families' mailboxes without the phone ringing on the other end, and they can also reply back.

Forwarding a Message:

- Step 1** If after listening to a message, you would like to forward the message to someone else, press **8**.
- Step 2** Record your introduction message, which will be played prior to the forwarded message.
- Step 3** Press **pound (#)** to save, then enter the 10 digit phone number of the recipient and follow the rest of the instructions as prompted.



Telephone and Features: LONG DISTANCE CALLS

You should have a **PIN-LESS** account for your long distance calls.

PIN-LESS Account:

A **PIN-LESS** account is a prepaid long distance phone service and you can go online at <https://www.caspianwave.com/ca/pinless/> and sign up for a **PIN-LESS** account for your long distance calls.

To find your destination rate, please review our **PIN-LESS** rates online at:

<https://www.caspianwave.com/ca/pinless/rateus/>

Make Long Distance Calls:

- Step 1** Pick up the telephone and listen for the dial tone.
- Step 2** Dial your Long distance number follow the **pound (#)** key.
- Step 3** Follow the voice prompts, it will ask you to enter your password.
- Step 4** Enter your password. Your long distance password is the last four digit of your phone number.

For example: If your telephone number is **416-548-1234**, your password is 1234.

NOTE: Your long distance password is not changeable.

QUICK REFERENCE GUIDE

REFERENCE GUIDE	ACTIVATE	DEACTIVATE	NOTE
Call Block	*67		
Call Forward	*72	*73	
Speaking Clock	*60		
Call Trace / Last Call Return	*69		
Call Waiting / Visual Call Waiting	*70	*71	
Do Not Disturb	*78	*79	
Speak Your Extension Number	*65		
Speed Dial	*75		
Voice Mail	*98		

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Important Privacy and Security Information

Your voicemail password is what guarantees that your voicemail is private and secure, and only be accessed by you. No one from CaspianWave will ever ask for your password. If you choose to share your password with someone, then you are giving that person access to your voicemail. You should change your default voicemail password upon receipt and anytime you suspect it may have been compromised.

Your Privacy is Important.

CaspianWave Inc., will not sell or trade your phone number to any third party. You will not receive any telemarketing phone calls as a result of being a CaspianWave phone service customer.

Business line fee is 19.⁹⁵/mo. Offer available for a limited time and cannot be combined with any other CaspianWave offer. Additional terms and conditions may apply. Go to www.CaspianWave.com or call 416-548-7592 for further details. Internet service is a requirement. \$12.⁵⁰/mo based on a minimum 1-year commitment. \$79.⁹⁹ onetime fee will be applied for the modem and is refundable with its original packaging including all accessories upon cancellation in the first year. Extra charges will be applied for keeping current phone numbers. If you would like to cancel your telephone line for any reason, it is refundable if we receive the modem in the first 30 days of your purchase. Taxes extra.

If you need assistance with the setup or operation, please call 1-866-950-3595
Monday through Friday, 9 a.m. to 4 p.m. (EST)

