Rogers
Local Services
Quick Reference Guide

Thank you for choosing Rogers for your Local service. We have provided the following quick reference material to help you start using your Rogers Local features right away. For a complete listing of Rogers Local features and usage instructions, please refer to our Welcome Package, which is available at: www.rogers.com/solutions/service

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Subscriber Calling Features at a Glance

>>Call Waiting / Visual Call Waiting
To use: Listen for beeps while on another call
To access second call: Press and release hang-up button or LINK™ or FLASH
To temporarily turn off: Press ✱ 7 0 and listen for 3 beeps

>>Call Waiting with Long Distance Alert
To turn off LD Alert: Press ✱ 4 9 and listen for 3 beeps

>>Speed Calling
To set up or change list: Press ✱ 7 5

>>Call Forward
To forward incoming calls to another number: Press ✱ 7 2 and listen for
dial tone; call the other number; when the other number answers, Call Forward
is activated.
or
When line is busy or there is no answer, hang up and repeat steps above.
To deactivate Call Forward: Press ✱ 7 3 and listen for dial tone; hang up

>>Enhanced Call Forward - Busy
To turn on Call Forward - Busy: Press ✱ 9 0
To turn off Call Forward - Busy: Press ✱ 9 1
To forward incoming calls to another number when line is busy: Press ✱ 9 7
and wait for interrupted dial tone; dial the other number; press # and listen for
confirmation tone; hang up

>>Enhanced Call Forward - No Answer
To activate Call Forward - No Answer: Press ✱ 9 2 and wait for dial tone
To deactivate Call Forward - No Answer: Press ✱ 9 3 and wait for dial tone
To forward incoming calls to another number when unable to answer:
Press ✱ 9 9 and wait for interrupted dial tone; dial the other number;
press # and listen for tone; hang up.

>>Call Screen

To use: Press `* 6 0` ; follow promptsor

Press `0` for instructions

Press `1` to review list

Press `0 7` to delete numbers while reviewing list

Press `3` to turn Call Screen On or Off

Press `#` plus telephone number plus `#` to add number to list

Press `# 0 1 #` to add number of last caller to list

Press `*` plus telephone number plus `*` to delete number from list

Press `0 7` to delete number after announced

Press `0 8` to delete all numbers

Press `0 9` to delete all private numbers from list

To turn off Call Screen: Press `* 6 0`; listen for instructions; press `3`

Security Features at a Glance

>>Call Trace

If you are receiving harassing calls, please contact the police. If you are advised to trace the last incoming call: Lift the receiver; Press `* 5 7` and listen for confirmation of trace; hang up. Contact the police to confirm trace.

>>Call Display Block

To activate Call Display block: Press `* 6 7` and listen for dial tone; enter number you want to call

Pay Per Use Features at a Glance

>>Last Call Return with date and time (pay per use or as a monthly feature)

To activate: Press `* 6 9`

To deactivate: Press `* 8 9`

>>Busy Call Return

To activate: Press `* 6 6`

To deactivate: Press `* 8 6`

>>Three Way Calling (pay per use or as a monthly feature)

Call Person A; Press and release hang-up button or LINK™ or FLASH; listen for 3 beeps and dial tone; press `* 7 1` ; call person B; When person B answers, press hang-up button or LINK™ or FLASH

Personal Greetings

>>To Set up Voicemail or access voicemail from your business line:
Press ✱ 9 8 or the voicemail access number (see insert for list of access numbers)
When prompted to enter your password during set up, use your 10-digit
telephone number

>>To access Voicemail from another number:
Enter voicemail access number, then press 9 to identify yourself as a subscriber

>>To Listen to Messages:
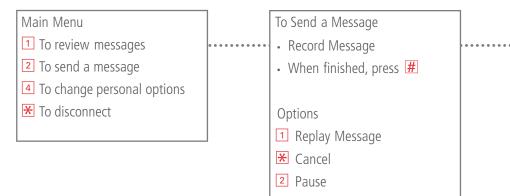New messages are indicated by a stuttering dial tone when picking up
the receiver

>>Auto Attendant
To access the Auto Attendant Mailbox: Dial the voicemail access number;
Press # ; enter the 10 digit telephone number of your chosen mailbox; enter your
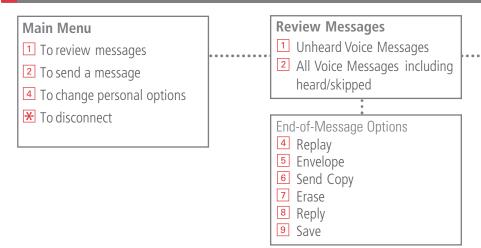password and press #. This will take you to the Auto Attendant Main Menu

>>Auto Attendant Main Menu
To establish or change the callers menu: Press 1
To change administrative options: Press 2
To record greetings: Press 3
To restart the session: Press 5
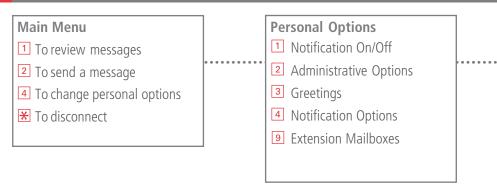To disconnect: Press ✱

Voice Mail Feature: Sending Messages

Main Menu
- 1 To review messages
- 2 To send a message
- 4 To change personal options
- * To disconnect

To Send a Message
- Record Message
- When finished, press #

Options
- 1 Replay Message
- * Cancel
- 2 Pause

Voice Mail Feature: Listening Messages

Main Menu
- 1 To review messages
- 2 To send a message
- 4 To change personal options
- * To disconnect

Review Messages
- 1 Unheard Voice Messages
- 2 All Voice Messages including heard/skipped

End-of-Message Options
- 4 Replay
- 5 Envelope
- 6 Send Copy
- 7 Erase
- 8 Reply
- 9 Save

Voice Mail Feature: Personal Greetings

Main Menu
- 1 To review messages
- 2 To send a message
- 4 To change personal options
- * To disconnect

Personal Options
- 1 Notification On/Off
- 2 Administrative Options
- 3 Greetings
- 4 Notification Options
- 9 Extension Mailboxes

Destination Options

Enter destination mailbox number

Send

• Enter next destination

or

✱ Return to main menu

Delivery Options

1 Private

2 Urgent

3 Message Confirmation

4 Future Delivery

Playback Controls

Position	Rewind	Pause/Restart	Forward
	1	**2**	**3**
	Slower	Normal	Faster
Speed	**4**	**5**	**6**
	Softer	Normal	Louder
Volume	**7**	**8**	**9**
	Cancel	Help	Skip
	✱	**0**	**#**

Greetings

1 Personal Greeting

3 Name

1 Standard

2 Personal

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Voicemail and Remote Call Forward Access Numbers

City	Province	Voicemail	Remote Call Forward (English)	Remote Call Forward (French)
Airdrie	AB	403-316-2222	403-316-1212	
Cochrane	AB	403-709-2222	403-709-1212	
Calgary	AB	403-313-2222	403-313-1212	
High River	AB	403-602-2222	403-602-1212	
Okotoks	AB	403-306-2222	403-306-1212	
North Vancouver	BC	604-960-2222	604-960-1212	
Newton	BC	778-218-2222	778-218-1212	
New Westminister	BC	604-759-2222	604-759-1212	
Port Coquitlam	BC	778-216-2222	778-216-1212	
Port Moody	BC	778-217-2222	778-217-1212	
Richmond	BC	604-304-2222	604-304-1212	
Whalley	BC	604-957-2222	604-957-1212	
Vancouver	BC	604-677-2222	604-677-1212	
Ajax/Pickering	ON	905-231-2222	905-231-1212	
Barrie	ON	705-812-2222	705-812-1212	
Brampton	ON	905-487-2222	905-487-1212	
Brantford	ON	519-512-2222	519-512-1212	
Burlington	ON	905-592-2222	905-592-1212	
Chatham	ON	519-409-2222	519-409-1212	
Clarkson	ON	905-919-2222	905-919-1212	
Cooksville	ON	905-290-2222	905-290-1212	
Guelph	ON	519-341-2222	519-341-1212	
Hamilton	ON	905-297-2222	905-297-1212	
Kanata/Stittsville	ON	613-963-2222	613-963-1212	613-963-1313
Kitchener/Waterloo	ON	519-342-2222	519-342-1212	
London	ON	519-936-2222	519-936-1212	
Malton	ON	905-461-2222	905-461-1212	
Markham	ON	905-910-2222	905-910-1212	
Oakville	ON	905-901-2222	905-901-1212	
Orleans	ON	613-845-2222	613-845-1212	613-845-1313
Oshawa	ON	905-448-2222	905-448-1212	
Ottawa	ON	613-321-2222	613-321-1313	613-321-1212
Port Credit	ON	905-486-2222	905-486-1212	
Richmond Hill	ON	905-918-2222	905-918-1212	
South Pickering	ON	905-250-2222	905-250-1212	
St. Catharines	ON	905-228-2222	905-228-1212	
Stoney Creek	ON	905-594-2222	905-594-1212	
Streetsville	ON	905-593-2222	905-593-1212	
Toronto	ON	416-916-2222	416-916-1212	
Thornhill	ON	905-482-2222	905-482-1212	
Unionville	ON	905-480-2222	905-480-1212	
Whitby	ON	905-556-2222	905-556-1212	
Woodbridge	ON	905-266-2222	905-266-1212	
Hull	QC	819-483-2222	819-483-1313	819-483-1212
Lachine	QC	514-469-2222	514-469-1313	514-469-1212
Longueuil	QC	450-321-2222	450-321-1313	450-321-1212
Montreal	QC	514-223-2222	514-223-1313	514-223-1212
Pointe Claire	QC	514-671-2222	514-671-1313	514-671-1212
Pont-Viau	QC	450-981-2222	450-981-1313	450-981-1212
Quebec City	QC	418-210-2222	418-210-1313	418-210-1212
Roxboro	QC	514-472-2222	514-472-1313	514-472-1212
St. Lambert	QC	450-761-2222	450-761-1313	450-761-1212
St. Genevieve	QC	514-551-2222	514-551-1313	514-551-1212

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