

Shaw Home Phone.

User Guide



Shaw)

Hello. Welcome to the wonderful world of Shaw Home Phone.

This tiny book tells you every detail you need to know to use all of your new phone features like a superstar. Inside you'll find easy-to-follow instructions that will help you use your phone service to its full potential. No matter which phone plan you choose, your features are explained in here.

Convenience is what Shaw Home Phone is all about, so we're sure you'll find the whole experience to be quite... convenient. With three home phone service plans, Shaw allows you to choose the plan that's right for you.

For over 40 years, we've been working hard to provide you with an ever-increasing range of entertainment and communication products, including Shaw Digital TV, Shaw High-Speed Internet and Shaw Home Phone. It's quite a collection for you to enjoy.

If you have any questions, a Shaw Customer Service Representative will be happy to help. Please call **1-888-472-2222** or visit us online at **shaw.ca/phone**

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Flip to page 16-18 and find out how to manage your directory listing information with Shaw's Online Customer Care.

Phone Number: _____

Default Voicemail Password: _____

Voicemail Access Number: _____

Voicemail.

Busy? Out? Let Voicemail get the call.

Voicemail answers your calls when you're unable to answer the phone. Your personalized greeting is played and the caller's message is recorded for you to listen to later. It's your very own personal assistant.

Getting started.

Before you can use Voicemail, you have to set it up.

Step 1 – Access the system.

- Lift the receiver and dial *** 9 8** from your home phone.

Step 2 – Enter your temporary access code.

Shaw will provide you with a temporary access code for your first login.

- Enter your temporary access code and press **#**.
- The system will ask you to select a language, change your access code and record your greeting.

Step 3 – Enter your new access code.

For security reasons, please change your access code immediately. You may not reuse your temporary access code and it will no longer be valid once you pick a new access code. The new access code can be 4 to 8 digits long.

- Enter your new password.
- Press **#** to finish.
- Press ***** to cancel.

Step 4 – Record your personal greeting.

The system will ask you to record your greeting at the tone. When you are done:

- Press **#** to end the recording.
- Press ***** to cancel.

Step 5 – Exit the system.

To complete your set-up session, just hang up.

Retrieving your messages.

When you have a new message waiting, you will hear a stutter dial tone when you pick up the receiver, or your phone's message-waiting light will be flashing (if your phone has a message-waiting light feature). You can still make and receive calls when you hear the interrupted dial tone.

To access your Voicemail from home:

- Lift the receiver and dial *** 9 8**.
- Enter your access code when prompted, followed by **#**.

To access your Voicemail while you are away from home:

- Dial your phone number and press ***** when your personal greeting begins.
- Enter your access code. Follow the prompts to check for new or saved messages.

To access your Voicemail from anywhere in Canada or the U.S. using Shaw's toll-free number:

- Dial the toll-free number at **1-866-656-7429** or **1-866-677-7429** from anywhere in Canada or the U.S.
- Enter your mailbox number (your 10-digit phone number) followed by **#**.
- Enter your access code, followed by **#**.
- Follow the prompts to check for new or saved messages.

During playback:

- Press **0** for help.
- Press **1** to hear the next message.
- Press **1 1** to fast forward.
- Press **3** to go to the previous message.
- Press **3 3** to rewind.
- Press **4** replay the message.
- Press **7** to delete the message.
- Press **9** to save the message.
- Press ***** to skip all messages.

After playback:

- Press **0** for help.
- Press **6** to forward this message.
- Press **7** to delete this message.
- Press **9** to save this message.
- Press ***** to cancel the message playback and return to the main menu.
- Press **8** to archive the message.

To review saved messages:

- Lift the receiver and dial *** 9 8** to access the main menu.
- Press **1** to review saved messages.

Setting the amount of rings before Voicemail pickup.

Your phone can be set to ring as few as once, or if you wish, as many as nine times. This can be adjusted on phone.shaw.ca

Advanced Voicemail features.

To customize your Voicemail service:

- Lift the receiver and dial *** 9 8** to access the main menu.
- Enter your access code, followed by **#**.
- Press **3** for personal options.
 - Press **0** for help.
 - Press **1** to manage your access code.
 - Press **2** to configure message order.
 - Press **3** to manage the automatic playing of messages.
 - Press **4** to manage your distribution lists.
 - Press **5** to enable or disable the date and time stamp.
- Press **7** for language options.

Record and forward a message.

- Lift the receiver and dial *** 9 8** to access the main menu.
 - Press **5** to record and forward a voice message.
 - Press **1** to record and forward a message to a phone number.
 - Press **2** to record and forward a message to a distribution list.

To change your access code:

- Access Voicemail with *** 9 8**.
- Press **3** for personal options.
- Press **1** to manage your access code.
- Press **1** to modify your access code. The access code can be 4 to 8 digits long.
- You will receive confirmation repeating back your new access code.

To toggle the access code prompt when accessing Voicemail from your home phone:

- Access Voicemail with *** 9 8**.
- Press **3** for personal options.
- Press **1** to manage your access code.
- Press **2** to toggle your access code on or off.

Change your personal greeting.

- Access your voicemail menu with *** 9 8** (and access code, if enabled).
- Press **2** to access the greeting options.
- Press **1** to record your personal greeting.
 - Press **1** to record your primary greeting.
 - Press **2** to record your secondary greeting.
 - Press **3** to turn the secondary greeting on or off.
 - Press **1** to toggle your secondary greeting on or off.
- Press **2** to record busy or no answer greetings.
 - Press **1** to record a busy greeting.
 - Press **2** to record a answer greeting.
 - Press **3** to turn the busy greeting on or off.
 - Press **1** to toggle your busy greeting on or off.
- Press **4** to enable or disable your no answer greeting.
 - Press **1** to toggle your no answer greeting on or off.

While recording a greeting:

- Press **#** to finish recording.

After finishing a recording:

- Press **1** to confirm the recording.
- Press **2** to listen to the recording.
- Press **3** to try recording the greeting again.
- Press ***** to cancel and abort the recording.

Personal distribution lists.

Distribution lists contain the phone numbers of other Shaw Home Phone users. You can use distribution lists to quickly forward Voicemail messages to all users on the list.

- Lift the receiver and dial *** 9 8** to access the main menu.
- Press **3** for personal options.
- Press **4** to manage your personal distributions lists.
 - Press **0** for help.
 - Press **1** add to create a new distribution list.
 - Press **2** to review your distribution lists.
 - Press **3** to modify your distribution lists.
 - Press **4** to delete distribution lists.
 - Press ***** to return to the previous menu.

Call Forward.

Call Forward gives you the freedom to have your calls follow you.

Your calls will follow you anywhere you go when you set up Call Forward. When people dial your number, they will be redirected to any other number you choose. So, go ahead. Go to a friend's house while you wait for some calls.

To set up Call Forward:

- Lift the receiver and dial *** 7 2**.
- When you hear the dial tone, dial the 10-digit number where you want your calls forwarded. If you subscribe to Voicemail and want calls forwarded to your Voicemail, dial *** 9 8**.
- Once your call is answered, you will hear a confirmation tone and you can hang up. Call Forward is now in effect.
- If the line is busy or no answer hang up. Repeat the initial steps (*** 7 2**, wait for normal dial tone and enter the same forwarded to number), then hang up. Call forward is enabled.

To cancel Call Forward:

- Lift the receiver and dial *** 7 3**.
- When you hear a series of beeps, this indicates Call Forward has been cancelled.
- You can only cancel Call Forward from your own home phone or online at phone.shaw.ca

While Call Forward is in effect:

- You may still make calls from your phone.
- Callers will receive a busy signal when the number that your calls are forwarded to is busy.
- Calls that are unanswered at the forwarded number will not route to your Voicemail.
- Call Waiting is inoperable. You will not receive a Call Waiting signal.
- You will hear an announcement that "the feature is already successfully activated" if you try to set up Call Forward when it's already in operation.

*Note: Long Distance charges may apply in regards to Call Forwarding.

Call Waiting.

Call Waiting lets you answer calls even when you're on the phone.

When you get a call while you're already on the line, Call Waiting allows you to answer it. And if you have a caller ID-equipped phone, you can see who's calling while you're on the phone.

When you are on the phone and someone else is calling you:

- Press the flash or link button on your handset to place your original caller on hold, and switch to the second caller. If your phone does not have one of these buttons, quickly press and release the receiver-disconnect button.
- You can now speak privately to caller two.
- Press the flash or link button on your handset (or quickly press and release the receiver-disconnect button) to return to your original caller.

To temporarily disable Call Waiting:

- Lift the receiver and dial *** 7 0**. Listen for two beeps.
- Listen until no further beeps are heard and make your call.
- Call Waiting will be restored when you hang up.

What happens when using Call Waiting:

- If you are already on the phone, callers will hear a normal ring instead of a busy signal. If you have temporarily turned Call Waiting off, the second caller will hear a busy signal or will be routed to your Voicemail, if you subscribe to Voicemail.
- Waiting calls that are not answered will be routed to Voicemail, if you subscribe to Voicemail. You can find the telephone number of the second call by using the Call Return service. (See page 10 for more information.)
- If you lose a call, hang up. The phone will automatically ring and the call will be re-established.
- Call Waiting does not work when you are using 3-Way Calling (see page 9 for more information). Additional callers will be routed to Voicemail, if you subscribe to Voicemail, or will receive a busy signal.

Call Display.

Thanks to Call Display, you'll always know who wants to talk to you. Whether you answer is up to you.

See all and know all there is to know about incoming phone calls, before you even answer. Call Display will show the caller's name and telephone number (if available) on a caller ID unit, or a caller ID-equipped phone. Call Display really comes in handy when you're in the mood to screen phone calls or pretend to be a spy.

To use Call Display:

You don't need to do anything to use Call Display – just watch the display screen on your caller ID-equipped phone or caller ID unit when a call comes in. After the first full ring, the phone number and name of your caller will appear if the call is from an area where Call Display service is available.

“Unknown Number” and “Unknown Name” will be displayed if the call is from a pay phone, some cellular phones, areas where Call Display features are not available, or an operator-assisted call where operator-assisted blocking was requested.

“Private Number” and “Private Name” will be displayed if the caller has activated Call Display Blocking or has an unlisted phone number.

To use Call Display Blocking:

If you do not want your name and phone number displayed when you make a call, you can activate Call Display Blocking.

- Lift the receiver and dial * 6 7 before placing a call.
- “Private Number” and “Private Name” will be displayed if the person you are calling has a caller ID phone or unit.

If you have a non-published telephone number, but wish to display your name and telephone number for one call, dial * 8 2 before placing a call.

More features.

Busy signals are no big deal anymore, thanks to Busy Redial.

Picking up the phone and redialing over and over isn't necessary here. Just hang up and you'll be notified with a distinctive ring once the line is free.

To use Busy Redial:

- When you get a busy signal, hang up the phone.
- Lift the receiver and dial * 6 6.
- You will hear a recording saying the system will check the number for the next 30 minutes. Hang up the phone.
- When the line is free, you will be notified with a distinctive ring. When you pick up the phone, you will be automatically connected.

If you no longer want to place the call, pick up the phone and press * 8 6. You'll hear a message that Busy Redial has been disabled.

If you have many different phone lines in different places, make all of them ring with simultaneous ring.

Callers will just have to remember one phone number, even though that magic number can make up to four different phone lines ring in four different places. So choose your

favourites. You can combine your work phone, cell phone, home phone, car phone, laundry phone, secret phone...

This feature can only be enabled from phone.shaw.ca

So many ways to be accessible. And now one way to not be: the Do Not Disturb feature.

The Do Not Disturb feature diverts callers to a recording that politely lets them know you're not available to chat at the moment. You can still make outgoing calls while Do Not Disturb is enabled.

To turn on Do Not Disturb:

- Lift the receiver and dial * 5 2.
- You'll hear a recording confirming that do not disturb has been enabled.
- This feature can be turned on/off at phone.shaw.ca

To turn off Do Not Disturb:

- Lift the receiver and dial * 5 3.
- You'll hear a recording confirming that Do Not Disturb has been turned off.
- This feature can be turn on/off at phone.shaw.ca

3-Way Calling allows you to have conference calls, but they don't have to be the serious kind.

You can talk with two other people at the same time during one call. The three of you can discuss gossip or even business. It's really up to you.

To use 3-Way Calling:

- Phone the first person and explain that you're going to bring another participant in.
- Press the link or flash button on your phone handset to place the first participant on hold. If your phone does not have a link or flash button, quickly press and release the receiver-disconnect button instead.
- When you hear the dial tone, call the next participant.
- When the second participant answers, press the link or flash button on your phone handset (or quickly press the receiver-disconnect button). All three of you will be connected in one call.

3-Way Calling tips:

- If you are unable to reach the second participant, press the receiver-disconnect (or link or flash) button twice to connect back to the first participant.
- If you reach a participant's Voicemail, press *** 3** three times to disconnect.
- As long as you remain on the line, either one of the other participants can hang up and you can continue to talk to the remaining person.
- During 3-Way Calling, Call Waiting will not work. The caller will receive a busy signal or will be routed to Voicemail, if you subscribe to Voicemail.
- All extension phones must be hung up in order to use 3-Way Calling.
- Charges will apply for Home Phone Basic and Lite Customers for 3-way Calling feature.

Call Return gives you the power of knowing who just called.

Call Return lets you know the last number that called you, whether you answered the call or not. It's great because you will always know who is trying to get in touch with you.

To use Call Return:

- Lift the receiver and dial *** 6 9** to hear a recording of the phone number of the last incoming call.

Note: Call Return will not work when calls are placed from the following:

- Private number, a blocked number or 1 800 or 1 900 numbers. In some cases, Call Return will not work outside your local calling area.
- A number that has Call Forward activated. In this case, you will receive a message that Call Return does not follow Call Forward.
- Phones using Call Display Blocking features. You will hear a voice message saying that the call was marked "private."
- Some pay phones, business lines, cell phones, long-distance connections and other operator.

Trick the people who try to trick you. Use Anonymous Call Blocking.

With Anonymous Call Blocking, you can avoid getting calls from numbers that have a privacy feature activated, like Caller ID Blocking. When Anonymous Call Blocking is activated, your phone won't ring. Instead, the caller will hear a recording that says you don't accept calls from blocked numbers. These callers will then have to hang up and unblock their number before they can talk to you.

To use Anonymous Call Blocking:

- Lift the receiver and dial *** 7 7**.
- You will hear a recording confirming that Anonymous Call Blocking is activated.
- Anyone calling with a blocked number will hear a recorded message indicating that your telephone line is not accepting blocked calls.

To cancel Anonymous Call Blocking:

- Lift the receiver and dial *** 8 7**.
- You will hear a recording confirming that Anonymous Call Blocking is deactivated.

Note: If you activate Anonymous Call Blocking, you may not receive calls from health care institutions, such as hospitals, as many of these numbers are blocked for privacy reasons. Please consider this before activating Anonymous Call Blocking.

Even more features.

Filter your calls with Selective Call Blocking.

It's no problem at all if you want some privacy from certain callers. Selective Call Blocking lets you enter up to 30 numbers that you don't want to receive calls from. Anyone trying to call you from a number you have blocked will get a recording telling them that you are not presently accepting calls from their number.

To add numbers to the Selective Call Block List:

- Lift the receiver and dial *** 6 0** to enter the command options menu.
- Enter the phone number you want to block (7 to 10 digit local numbers or 1 + 10-digit long-distance numbers).
- Press the **#** sign.

To review which numbers are on the Selective Call Block list:

- Lift the receiver and dial *** 6 0** to enter the command options menu.
- Press **1** to review numbers.

To remove numbers from the Selective Call Block List:

- Lift the receiver and dial *** 6 0** to enter the command options menu.
- Press the ***** key.
- Follow the instructions to delete numbers one at a time or all at once.

Note: The number 1 is not required to remove a long-distance number from the block list. Enter long-distance as 403 123 4567, not as 1 403 123 4567

To block a number (including anonymous numbers) from the last call received:

- Lift the receiver and dial *** 6 0** to enter the command options menu.
- Key in **# 0 1 #** to recall the last incoming number and automatically add it to the block list.

Note: In order to delete anonymous numbers, you must delete all entries in the list when prompted and then rebuild the list with the numbers you want blocked. Please be aware of this when blocking anonymous number that you may wish to remove later.

To activate or deactivate Selective Call Blocking:

- Lift the receiver and dial *** 6 0** to enter the command options menu.
- Press **3** to activate or deactivate Selective Call Blocking.

Distinctive Ring and long distance.

Know who the call is for without even looking at the phone, or talking on it. Try out Distinctive Ring.

With Distinctive Ring you can give out up to three different phone numbers, but they all go to one single phone line. People who want to talk about leisure can call one number, work-related callers can dial another number and people who want to talk to someone else in your house can call the third number. How you divide it up is up to you. You'll know which number is being dialed by the way your phone rings. It's a good way to know whether to answer in your friend-voice, your work-voice, or to sit still and let someone else get it.

To order Distinctive Ring, call **1-888-472-2222** or visit **shaw.ca/phone** today.

For the price, Shaw long-distance calls don't seem very long distance at all.

All of our phone plans provide you with competitive long-distance rates and services that will help you keep in touch with friends and family around the world. With Shaw Home Phone you will receive 1,000 minutes every month of no-charge calls to Shaw International Calling Destinations in the U.K., Europe, Asia Pacific and South America, plus unlimited calling within Canada and to the U.S. With Shaw Home Phone Lite and Shaw Home Phone Basic, you will benefit from our **4¢ per minute** rate to Shaw

International Calling Destinations in the U.K., Europe, Asia Pacific and South America, as well as Canada and the U.S. And even better, you can call China and Hong Kong for just **2¢ per minute**, and India for just **3¢ per minute**.

Shaw International Calling.

For calls to destinations outside of Canada, the U.S., and Shaw's 50 countries in the U.K., Europe, Asia Pacific and South America, Shaw offers the most competitive calling rates available with no additional administration fees. Find our current rates and dialing information on **shaw.ca/phone**

Shaw to Shaw Calling.

All Shaw Home Phone plans come with Shaw to Shaw Calling; unlimited complimentary calling to all Shaw Home Phone and Business Phone customers across Canada. With Shaw to Shaw Calling, every call to a fellow Shaw customer is a local call. Staying in touch just got a whole lot easier.

Note: Shaw to Shaw Calling is only available to customers using Shaw as their long distance provider.

International unlimited calling packages.

As a Shaw Home Phone customer, you'll feel closer than ever to faraway family and friends when you take advantage of our international unlimited packages.

Asia Unlimited

Add our Asia Unlimited Calling Package to any Shaw Home Phone package and get unlimited calling to landline and mobile numbers in China, Hong Kong and Singapore, and to landline numbers in Taiwan.

India Unlimited

Chat with loved ones in India for as long and as often as you'd like. With our India Unlimited Calling Package, you can make unlimited calls to landline and mobile numbers anywhere in India.

Shaw's Prepaid Calling Plan.

Shaw's Prepaid Calling Plan lets you enjoy great international calling rates even when you're not using Shaw Home Phone. You can use Shaw's Prepaid Calling Plan from a cell phone, a pay phone, a hotel room phone – virtually any phone, from anywhere. Shaw's Prepaid Calling Plan allows you to prepay as much or as little as you want, and the plan is activated instantly. All of your prepaid amount goes toward your long-distance usage. Visit shaw.ca/phone to order a Prepaid Calling Plan today.

Customer care.

My Account.

Through Shaw's My Account, you can manage your calling features with your computer. Along with reviewing and paying your bill online, you can also manage your Internet account and Digital Television programming. Simply login at myaccount.shaw.ca

To register for My Account:

- Go to My Account at myaccount.shaw.ca and below "Don't have an account?" click on **Create one now**

Step 1 – Account Info.

- Enter your account information into the fields presented. If Account Number is showing as one of the required fields, this can be found at the top of your Shaw bill.

Step 2 – Create User.

- Create a username and password then click **Sign up** and you will receive a message indicating that your account has been activated.

To sign in to My Account:

- Go to My Account at myaccount.shaw.ca
- Enter your username name and password and click on **Sign in**.

To manage your calling features:

Click on **manage home phone features**.

The Manage Home Phone Features page will display the status (on or off) of several Home Phone features, such as Voicemail, Voicemail to Email, Selective Call Blocking, Anonymous Call Blocking, Busy Redial, Do Not Disturb and Call Forward. It also allows you to set the number of rings before a call is forwarded to Voicemail and reset your Voicemail password.

To set the number of rings before a call is forwarded to Voicemail:

You can easily program Shaw Home Phone to have your calls transferred to Voicemail after a specific number of rings from the Manage Shaw Home Phone Features page with Online Customer Care. The standard is four rings. You can set it to as few as two, or as many as nine.

- Click **voicemail – rings**.
- Choose a number of rings between two and nine in the drop down menu.
- Click **save** to submit your changes, or **cancel** to start over.

To reset your Voicemail password:

Once you are logged in to the Manage Shaw Home Phone Features page with Online Customer Care, you can reset or change your Voicemail password. This is a convenient feature if you forget your Voicemail password.

- Click **voicemail – password**.
- Enter your new password. Choose a four to 19 digit password using the same numbers and characters found on your telephone's number pad (0 - 9, * and #).
- Confirm your new password by re-entering it.
- Click **save** to submit your changes, or **cancel** to start over.

To manage the Voicemail to Email feature:

Once logged in to the Manage Shaw Home Phone Features page with Online Customer Care, Shaw Home Phone customers can forward their Voicemail to any email address.

- To manage your Voicemail to Email options, click **voicemail to email**.
- Enable or disable the Voicemail to Email feature by clicking **enable** or **disable**.
- After Voicemail to Email is enabled, enter your email address in the Forward to e-mail: box.
- Confirm your email address by entering it again in the Re-enter e-mail: box.
- Click **save** to submit your changes, or **cancel** to start over.

For further information.

24/7/365 support.

Technical support is available 24 hours a day, 7 days a week, 365 days a year – and service calls are complimentary. Simply dial 611 from your Shaw Home Phone. If calling from another phone, dial **1-888-472-2222**.

Complimentary 411 lookup for numbers in Canada and the U.S.

Calling directory assistance is even more convenient with Shaw Home Phone. All calls to directory assistance to look up numbers in Canada and the U.S. are complimentary. Simply dial **411**.

711 Message Relay service.

To communicate over the phone via teletypewriter, dial **711**.

To find out more, call **1-888-472-2222** or visit **shaw.ca/phone**, where you'll also find our Terms and Conditions.

