CANQUEST

Connecting You to the World

Quick User Guide

Basic Phone Operation

For detailed information please
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Key	Call Features
*67	Block Caller ID (per call). Dial "*67" + " number ". No dial tone is played in the middle.
*72	Call Forward: Dial "*72" and then the forwarding number followed by "#". Wait for dial tone and hang up. (dial tone indicates successful forward)
*73	Cancel Call Forward. To cancel "Call Forward", dial "*73", wait for dial tone, then hang up.
*98	Accessing Voice Mail. Dial *98 then follow the prompts.
**	Redials last number entered.

CALL FORWARD

All incoming calls will be forwarded.
1) Pick up your phone.
2) After hearing the dial tone, input (*72), listen to prompt then forwarding number then (#) or wait for time out
3) Wait for dial tone and hang up.
4) Dial (*73) to cancel Forward.

CHECK VOICEMAIL

1) Dial *98
2) Press 1 for "Voicemail"
3) Press 2 to listen
4) Press 7 to delete

SETUP VOICEMAIL

1) Dial *98
2) Press 3 to go into "Personal Options"
3) Press 3 to go into "Greetings"
4) Press 2 to go into Personal Message
5) Press 2 to record your own message
6) Press # to finish recording
7) Press # to confirm
8) Hang up handset, voicemail is now setup.

REMOTE ACCESS VOICEMAIL

Access your voicemail anywhere, any time
1) Dial 1-866-290-9003
2) Enter your account number (1+ 10 digits of your phone number), followed by #.
3) Enter your Passcode , followed by # .

TROUBLESHOOTING

If you do experience any issues with the phone quality, or if you're not getting dial tone, there are a few things you can try yourself.

Please Try this First

1) First is unplug your router, and our phone ATA (shown in the diagram below). Wait 1 to 2 minutes. Plug the units back in and wait one or two mins for reboot to occur. After that try the phone again.
2) If there is still no dial tone after step 1, it is best to contact Canquest for further assistance.

Contact Number: 519-351-1565

Phone ATA