

**Yak**

**We are here to help, feel free to contact us with questions or to provide feedback.** For additional information, please visit the FAQ section of our website at [www.distributel.ca](http://www.distributel.ca). To provide feedback, please submit a customer review via our website or our Facebook page. For other questions, please call our Customer Experience team at **1-877-810-2877**. You can also receive Technical Support at the same number, or send an email to [technical.support@distributel.ca](mailto:technical.support@distributel.ca).



# Digital Home Phone Quick Reference Booklet



[www.distributel.ca](http://www.distributel.ca)

# Complete Digital Home Phone Quick Reference Booklet

This booklet summarizes the information you need to use the features included with your Digital Home Phone. For a detailed explanation of all features, please refer to the Home Phone section of our Customer Centre located at [www.distributel.ca/en/customercenter](http://www.distributel.ca/en/customercenter).

## Accessing your voicemail remotely

To access your voicemail when you're away from home, dial whichever access number is local to you and follow the recorded instructions.

### Québec

Chicoutimi  
418-615-8550

Drummondville  
819-850-5350

Gatineau  
819-317-2600

Lac Mégantic  
819-614-3000

Maniwaki  
819-892-2001

Montréal  
514-798-2600

Québec  
418-780-6500

Sherbrooke  
819-780-2600

Ste-Agathe  
819-774-3600

St-Hyacinthe  
450-768-4550

St-Jérôme  
450-710-1200

St-Jovite  
819-717-1700

Ste-Thérèse  
514-798-2600

Trois-Rivières  
819-840-7750

### Ontario

Acton  
519-840-0550

Ajax-Pickering  
416-623-4000

Barrie  
705-798-2050

Burlington  
905-390-1300

Chatam  
519-397-0500

Cornwall  
613-938-3554

Galt  
905-390-1300

Georgetown  
416-623-4000

Grimsby  
905-390-1300

Guelph  
519-840-0550

Hamilton  
905-390-1300

Kingston  
613-767-1950

Kitchener  
519-783-2200

London  
519-937-1100

Milton  
416-623-4000

Newmarket  
289-319-2600

Oshawa  
289-316-2600

Ottawa  
613-212-2700

Pembroke  
613-732-4055

Richmond  
613-212-2700

Sarnia  
519-491-0250

Schomberg  
416-623-4000

St. Catharines  
905-397-0550

Toronto  
416-623-4000

Wallaceburg  
519-397-0500

Waterdown  
905-390-1300

Windsor  
519-962-1950

### Alberta

Banff  
403-778-0100

Calgary  
403-910-0100

Canmore  
403-812-0100

Edmonton  
780-809-0100

High River  
403-908-0100

Strathmore  
403-814-0100

### British Columbia

Squamish  
778-733-0100

Vancouver  
778-724-0100

## Features Included

For a detailed explanation of the features, please refer to the Home Phone section of our Customer Centre located at [www.distributel.ca/en/customercenter](http://www.distributel.ca/en/customercenter).

### Call Waiting

When you're on the phone, a beep will notify you if another call is coming in. Dial \*70 to disable.

### Visual Call Waiting

See the name and number of the person calling when you're already on the phone.

### Caller ID Block

When placing a call, block your name and number from appearing on the recipient's call display. Dial \*67.

### 3-Way Calling

Add a 3rd party during a call by pressing the receiver, flash or link button then dialling the number and pressing the receiver, flash or link button again.

### Speed Dialling

Assign a two-digit code for up to 30 telephone numbers. Dial \*75.

### Call Display

See the name and number of the person calling you.

### Call Forwarding

Forward your calls to the number of your choice. Long distance charges may apply. Dial \*72 to enable Call Forwarding and Dial \*73 Forwarding.

### Voicemail

Refer to the section "Evoicemail Features"

## Essential Voicemail Features

### Accessing your voicemail

To access your voicemail from your Yak Home Phone, Dial \*98 followed by your PIN and the # key on "Accessing your voicemail remotely" for details when you're away from home.

#### 1 Listen to Messages

- 1 Rewind
- 2 Pause/Restart
- 3 Skip forward
- 4 Replay
- 5 Message details
- 6 Send a copy
- 7 Erase
- 8 Reply
- 9 Save

# Next message/  
Leave as new

\* Leave

#### 3 Greetings

- 1 Set up a personal greeting
- 3 Select a system-generated greeting or change the recording of your name

#### 4 Mailbox Settings

2 Hands-free options/  
Times savers

#### 3 Security

(including options related to your PIN)