

**We are here to help,
feel free to contact us
with questions or
to provide feedback.**

For additional information, please visit the Support section of our website at www.acanac.com. 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 **1-866-281-3538**, or send an email to via our Contact Us page at www.acanac.com/contact.

Digital Home Phone

Quick Reference Booklet



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 website located at www.acanac.com/home-phone.

Essential Online Features

How to Access:

- 1) Go to the Acanac website at www.acanac.com
- 2) On the Contact Us tab click on Support
- 3) Find the link to VoIP Phone Control Panel
- 4) Enter login credentials which include your Acanac Home Phone number and your voicemail password*
- 5) Access a variety of features online



FEATURES INCLUDED

For a detailed explanation of the features, please refer to the Home Phone section of our website located at www.acanac.com/home-phone.

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.

Call Hunt

Allows you to activate and forward calls to a set of telephone numbers which will ring in the sequence and in the amount of time of your choice.

Caller ID

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. Manage this feature online through the **VoIP Phone Control Panel**.

Call Return

When you miss a call, use the Caller ID feature to get the details of the last received call on your phone's display to return the call.

Call Waiting

When you're on the phone, a beep will notify you if another call is coming in. **Dial *57** to disable Call Waiting and **Dial *56** to re-enable Call Waiting.

Detail Records

Allows you to retrieve detailed records of activity on the phone line.

Do Not Disturb

Send callers directly to voicemail when you don't feel like taking the call. To enable this feature, log-in to the VoIP Phone Control Panel and set the number of seconds before a call is sent to voicemail to **0**.

Free Acanac-to-Acanac Calling

Call any Acanac Home Phone subscriber for free, anywhere in the world.

Voicemail

Refer to the section "**ESSENTIAL VOICEMAIL FEATURES**" for details. To see the features that are available via web access, refer to the section "**ESSENTIAL ONLINE FEATURES**".

ACCESSING YOUR VOICEMAIL

Essential Voicemail Features

To access your voicemail from your Acanac Home Phone, **Dial *123** followed by your **voicemail password*** and the **# key**.

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Listen to Messages

- 1 Return to first message
- 3 Advanced options
- 4 Previous message
- 5 Repeat current message
- 6 Play next message
- 7 Delete message
- 8 Forward message to another Acanac Home Phone subscriber
- 9 Save message

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Mailbox Options

- 1 Record Voicemail greeting
- 2 Record busy greeting
- 3 Record your name
- 4 Record a temporary greeting
- 5 Change Voicemail Password

*When accessing your voicemail or the VoIP Phone Control Panel for the first time, please note that your default password is your Acanac account number.

