

eastlink



Your Home - Future Ready

How to get the best experience from your Eastlink products.

eastlink.ca

The future is here. And it's in your home.

Welcome to Eastlink—we're so glad to have you!

It is our pleasure to connect you to your world, and to bring the best entertainment and communication services available directly into your home. Providing you with the best products and customer service is our top priority. We are constantly innovating and upgrading our products, services, and Fibre Network to bring you even better experiences and more options. We're always adding new features to offer you, our customers, the best choice and widest variety.

If you have any questions, any questions at all, please give us a call.

We're here for you.

You can count on it.

Welcome to Eastlink.

Table Of Contents

How to Reach Us	2
Eastlink TV	3



Digital TV

Using Your Remote / Quick Remote Setup	6
Navigating the Interactive Program Guide & Digital Menus	10
Accessing OnDemand	15
Using Your Digital Video Recorder	17
Enjoy Brilliant HD	21



Internet

Internet Products	23
Quick Troubleshooting Tips	27



Home Phone

Services	30
Calling Features & Functions	31

How You Can Reach Us

 **Telephone**
Call us toll free at
1-888-345-1111

 **Online**
Visit eastlink.ca to chat live
or visit our support section

 **In-Store**
Visit eastlink.ca to locate
your nearest Eastlink Store

Stay Connected to What's New

Keep up to date on all our new products, free previews, convenient services we offer, and latest news through one or all of the following:

- MyEastlink.ca - Get the latest information on new channels, free previews and other updates. You can also access WebMail and find help in our support pages.
- My Account - Learn more about E-billing; the fastest, most convenient way to view your monthly statement. Check your account balance, view past invoices, and choose payment options.
- Eastlink Update e-newsletter - Let us know if you would like to subscribe to our weekly newsletter. You can add your email address to your account when talking to one of our agents on the phone or via Chat, or you can just send us an email. This brings you easy access to updates on programming, special promotions, and new products directly to your inbox.
- Follow us on [Facebook.com/eastlink](https://www.facebook.com/eastlink) to keep up to date on Eastlink news and community events.

Eastlink TV – Your local connection

In your community. In your neighbourhood.

For over 35 years, Eastlink TV has provided a window to our local communities.

We proudly provide programming you won't see anywhere else.

- Community stories and home-grown programs
- Local sports, festivals and events
- Fundraisers



Eastlink OnDemand features locally produced programs from across the country. Local sports coverage such as AUS sports, QMJHL hockey, OHL Sudbury Wolves, Grande Prairie Storm, and more! Plus watch series programs like Auto Pilot, Welcome to My Kitchen, path of yoga, Sportsland, Fishing with Friends, and so much more.

We invest in your community, providing a voice to many initiatives. Each year, over \$3.5 million is raised for a variety of charitable causes and reinvested into the communities where you live, work, and play

Access Programming. Truly Local.

Access Programs are locally produced community-involved productions. Airtime is provided as a free service on Eastlink TV. If you have a program that reflects and meets the needs, concerns, and interests of individuals and groups within your community that you would like aired, contact Eastlink TV for production guidelines and more information. Call 1-888-354-8349 or email comments@eastlink.ca for more information.

Volunteers

Each year, Eastlink TV works with volunteers to televise local, community-based programs. We provide opportunities for people interested in television broadcasting to learn the skills needed to create and produce a television program.

Becoming a volunteer at Eastlink TV is an exciting, challenging, and rewarding experience. You will learn skills associated with positions such as:

- Camera Operator
- Floor Director
- Audio Engineer
- Graphics Operator
- Producer
- Director
- Switcher
- On-Air

To learn more about EastlinkTV volunteers visit www.eastlink.ca/eastlinkTV.aspx.



TV

Watch TV your way,
when and where you want

When it comes to entertainment, we're leading the pack. Digital TV with the newest technology and services? We've got it. 3D-ready receivers? Check. The best quality HD? You bet. Whole Home DVR so you can enjoy entertainment in every room? Absolutely! Thousands of hours of Free OnDemand to watch when you want.² You'll never miss a thing! And we're adding new channels constantly, so you always have the best to choose from. Visit eastlink.ca for the latest channel line up and package options.

Using Your Remote

- 
- Setup** - Used to sync your devices with one remote.
 - VCR, DVD, AUD, TV, CBL** - Select desired home entertainment device to control.
 - Guide** - Access program listings for each channel. See program listings two weeks in advance.
 - Exit** - Press to return to your television program when accessing any menu or when finished setting up a recording.
 - Day (+/-)** - While browsing program listings, press to instantly see the listings for the next day(s).
 - Arrows (▲▼◀▶)** - Use to browse and highlight programs in the guide. Can also be used with a DVR (Play, Pause, Stop, REW, FFWD).
 - 30 Second Commercial Skip** - Skip ahead 30 seconds while watching recorded programming.
 - Replay** - Skip back 15 seconds while watching recorded or live programming.
 - Digits (0 - 9)** - Use to access your favourite channels instantly.
 - Swap** - Use to swap between 2 programs at once with the ability to control both (DVR only).
 - Video Source** - Press to swap between video sources such as your cable box, DVD player, or gaming consoles (TV device must be selected).
 - OnDemand** - Access the main menu of OnDemand, which includes free TV programming.
 - Power** - Turns the selected home entertainment component on or off. If the digital box is not responding, try pressing 'CBL' (for 'Cable').
 - Info** - See a description for the currently tuned or highlighted program.
 - Menu** - Access the quick menu to review settings, access your DVR, search programs, set parental controls, favourite channels, and more.
 - OK/Select** - Press to select a highlighted item, or press to show or remove the 'Flip Bar'/Quick guide.
 - Page (+/-)** - While in listings or OnDemand menu, press to quickly see a new page of listings.
 - Channel (+/-)** - Press to change channels.
 - Last** - Press to return to previous screen or channel.
 - Live** - Press to return to watching Live TV programming (DVR only).
 - List** - Access a list of your DVR recordings (DVR only).
 - REC** - Select to set a one time or series recording (DVR only).
 - REW, Play, FFWD, Stop, Pause recording (DVR only)** - Use to control live TV or recorded programming.

Model #
Atlas DVR 1056

Quick Remote Setup

Model # Atlas DVR 1056

Control your TV volume while using your Digital Receiver.

1. Press TV button
2. Press and hold SETUP until TV blinks twice
3. Enter 9-9-3. The TV button will blink twice
4. Press VOL once, and the TV button will blink 4 times

You can also program your remote control to operate up to four additional devices.

1. Turn device on
2. Press a device button (TV, DVD, AUD or TV)
3. Press and hold SETUP until the device button blinks twice
4. Enter 9-9-1, the device button will blink twice
5. Press POWER
6. Press CH+ repeatedly until your device turns off
7. Press SETUP once device turns off

For specific device codes, demonstration video on how to program your remote, and more information on using your remote visit www.urcsupport.com.

Using Your Remote

OnDemand - Access the main menu of OnDemand. Watch free TV programs.

DVD, AUDIO, TV, CABLE - Select desired home entertainment device.

Guide - Access program listings for each channel. See program listings two weeks in advance.

Day (+/-) - While browsing program listings, press to instantly see the listings for the next day(s).

Arrows (▲▼◀▶) - Use to browse and highlight programs in the guide. Can also be used with a DVR (Play/Pause, Stop, REW, FF).

Info - See a description for the currently tuned or highlighted program.

List (DVR only) - Access a list of your DVR recordings.

Replay - Skip back 15 seconds while watching recorded or live programming.

Digits (0 - 9) - Use to access your favourite channels instantly.

Last - Press to return to previous screen or channel.

Swap (DVR only) - Use to swap between 2 programs at once with the ability to control both.

Watch Eastlink Digital TV - Program this button to turn On/Off all equipment used for watching Digital TV.

Power - Turns the selected home entertainment component on or off. If the digital box is not responding, try pressing 'Cable'.

Setup - Used to program your devices so you can control with one remote.

Menu - Access the quick Eastlink menu to review settings, search programs, set parental control, favourite channels, etc.

OK/Select - Press to select a highlighted item, or press to show or remove the 'Flip'.

Page (+/-) - While in listings or OnDemand menu, press to quickly see a new page of listings.

Channel (+/-) - Press to change channels.

REC (DVR only) - Set a one time or series recording, or save a recording of the program you are currently viewing.

REW, Play, FFWD, Stop, Pause recording (DVR only) - Use to control live TV or recorded programming.

Skip (DVR only) - 30 second fast forward.

Favourites - Cycle through your selected favourite channels.

Live (DVR only) - Press to return to watching Live TV programming.

Model #
Champion 2025

Quick Remote Setup

Model # Champion 2025

Program your remote control to operate up to 3 additional devices.

- Turn the device you wish to program on (TV, sound system, DVD player, etc.)
- Press and hold SETUP until the device button blinks twice
- Press the device button you wish to set up (DVD, AUDIO, TV)
- Press and hold the OK/SELECT button until your device(s) turns off

Set the WATCH CABLE button to turn all of your programmed devices ON and OFF

- Turn all of your devices ON
- Press and hold SETUP until a mode button blinks twice
- Press the mode button for each device you wish to turn on when you are ready to watch TV
- Press and hold SETUP until a mode button blinks twice

Setting Volume Controls

- Turn your TV and Audio System on (if applicable)
- Press and hold SETUP until the device button blinks twice
- Press VOLUME+ button
- Press the device button that you wish to use for volume control (AUDIO or TV)

Tips

- Pressing the WATCH CABLE button turns your home theater equipment ON or OFF and puts the remote into CABLE mode
- A device button will blink 5 times with each button-press when batteries need replacement

For specific device codes, demonstration video on how to program your remote, and more information on using your remote visit www.urcsupport.com.

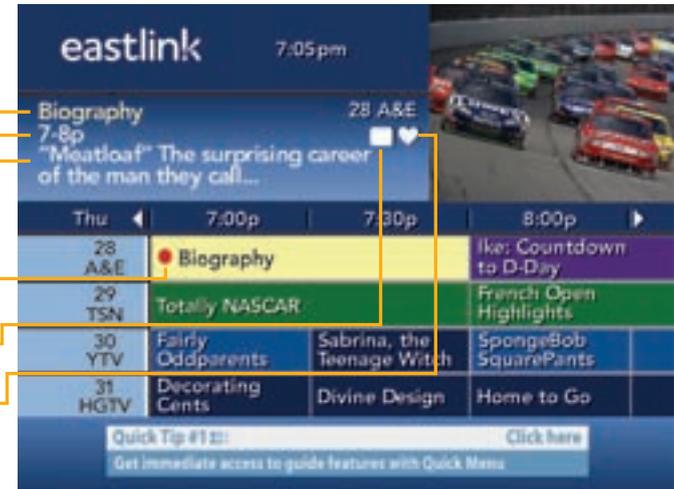
Navigating Digital Menus

Navigating the Interactive Program Guide

Press  on your remote to access TV Listings for the current time. TV Listings appear in a grid format when you press  or select listings By Channel. Use the   buttons to see listings on other channels and the   buttons to see listings at other times.

Listings are colour coded to help you identify different types of programs, as follows:
Blue: Regular programs **Purple:** Movies
Green: Sports **Light Blue:** Children's programs
Yellow: Your current selection

- Program title
- Start/end time
- Program description
- Recordings
- Program rating
- Favourites



Understanding The Mini Guide



The Mini Guide allows you to watch television and view program listings at the same time. Mini Guide is seen on the lower portion of your television screen. To access Mini Guide press  on your remote.

Using The Flip Bar



The Flip Bar shows you program information as you change channels. Press CHAN to change channels and see the Flip Bar on screen. When you find a program that you like, press to make the Flip Bar disappear or press for more program details. To pull up the Flip Bar while you are already on a channel just press the button on the remote.

Quick Access Menu



Quick Access Menu offers shortcuts to key Guide features. Just press from anywhere in the Guide (or even while you are watching a program) and you'll have access to features like Search, Favourites, Digital Music and more. Use to highlight an action icon and press to select.

Action Icons

- Return to the previous screen
- Watch this channel or program
- Set or cancel a recording*
- Set locks for title, channel or rating

*Only with DVR receivers

- View upcoming times for the selected title
- Set or cancel a reminder
- Go to your favourites or Set/Cancel this channel as a favourite
- Order PPV and other pay services

- Go to the Main Menu
- Go to your DVR recordings or schedule*
- Go to Pay-Per-View Menu
- Search for Movies, Sports and other categories

- Go to the Digital Music Guide
- Go to Movie Search
- Go to Sports Search
- Go to Kids Search
- Go to Eastlink OnDemand

Main Menu



Main Menu gives you easy access to all features. Simply press  twice, then select from the options available, including TV listings by time, by channel, parental locks, favourites, local weather, and more. Press     on your remote to highlight a menu option, then press  and you're on your way.

Setting Favourites



Build a personalized list of your favourite channels from Setup on the Main Menu. Then easily access them from the Main Menu or the  icon on the Quick Access Menu. Select  to add a channel to your Favourites list from any program information screen.

Enhanced Searching



With your Guide, you can search program listings by categories such as Movies, Sports, Kids, OnDemand, Favourites, and more. Select **Search** from the Main Menu and choose the category you would like to search.

Setting Parental Controls



Eastlink Digital TV lets you set **Locks** to restrict viewing by program, by channel, or by television and movie ratings. The Guide will require entry of a 4-digit Locks PIN that you define. Select **Locks Setup** to make your parental control choices.



You can also set up a separate PIN to restrict PPV and VOD purchases. Select **Setup** from the **Main Menu**, then select **PINs Setup** to enter your **PINs**.

Rating Locks — Allows customers to restrict viewing by rating. If you have 'restricted' a rating, the viewer will require a PIN code to watch the program.

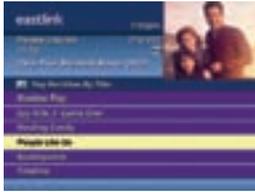
Hide Adult Titles — In the guide settings, turn on the 'Hide Adult Titles' option to prevent any 'Adult-rated' titles from showing in any menu.

**Please note that the above features use the ratings provided in the program information of the iGuide.*

Purchase PIN — Restricts purchases made with the remote control. When this feature is activated, anything that has a one time charge associated with it will require the PIN code be entered during the order process. This will work for any Pay-Per-View order, including OnDemand options.

Service Lock — Restricts access to the OnDemand service in general, and asks for the PIN code when trying to access the menu. This way, customers can have control over who can view titles and use OnDemand.

Ordering Pay-Per-View



Renting a movie has never been easier. Just click on the VOD button located on your remote and search the categories. Once you find the movie you want to watch, follow the on-screen prompts to rent the movie. The charge will be automatically added to your Eastlink statement. Plus, keep your movie for 24 hours to watch it again and again.



Accessing Free OnDemand

Bring Home The Best OnDemand - No waiting. No scheduling.

Imagine a library of shows just waiting for you. It's as easy as scrolling through the menu, picking the program you want, and hitting play. You also have the ability to pause, rewind, and fast forward just like your VCR or DVD Player. OnDemand puts you in control of your TV experience. That's TV on your time!

Using The OnDemand Button



Simply press  on your Eastlink Digital TV remote. Please note that some remote models may not have this button, and you can access OnDemand via the main menu.

Free TV OnDemand

The TV OnDemand menu includes 1000's of hours of free programming including Prime Time TV, Children's Programming, Sports, Music, and more. Plus, browse through the Eastlink TV OnDemand menu to view exclusive programming including sports, documentaries, and other events, produced in our local communities across Canada.

Movie Rentals & Events OnDemand

Can't find a video store? Why not save the trip? Browse through our Movie Rentals menu to find new release movies (usually available the same day as DVD) and old favourites. You can also watch a free preview of most programs before watching. Once ordered, watch it on your schedule, as many times as you want during the rental period, and the rental costs will automatically appear on your next Eastlink statement.

Subscription & Movie Channels OnDemand

When you subscribe to a premium movie package, like Hollywood Suite, Super Channel, or HBO Canada, you can access the programming provided by the network OnDemand! And it's not just movies! Browse the menus and choose from hundreds of movies, special events, or your favorite series. Access past episodes that you may have missed and watch them as many times as you like.

We also offer OnDemand channels that you can subscribe to, like Anime Network OnDemand and WWE 24/7. Your subscription gives you access to unlimited, all-you-can watch programming.

Visit eastlink.ca to view a list of our OnDemand selection.

Using Your Digital Video Recorder

Love Your DVR From Any Room!

Whole Home DVR from Eastlink gives you entertainment on your terms, letting you view your DVR recordings from any room in your home that has a Digital Receiver. Share recordings across all your TVs, and finish watching a saved recording in one room that you started in another. This is entertainment freedom.

Whole Home DVR

- Control Live TV– pause, rewind, fast forward, and replay
- Record a program or set a series recording
- Manage your recording settings and storage space
- Add more storage with a DVR Expander

Link all digital receivers in your home to your main DVR and you can:

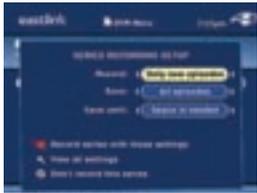
- View completed recordings and recordings already in progress from any TV
- Watch recordings from your DVR in any room by pressing “List” on your Eastlink remote
- Watch different recordings simultaneously in different rooms (up to 2 in HD & 1 in SD, or 3 in SD)

Record Programs



Recording with a DVR is easy! Just press the RECORD  button on your remote while watching TV or in program listings. Your recording begins immediately for current programs and a recording is automatically set for future programs.

Record A Series



Your DVR makes it easy to record multiple episodes of a TV series. And you never have to miss an episode since DVR detects line-up changes and adjusts recording times automatically. You can set the DVR to record only new (first run) episodes, repeats, or all episodes. To schedule a Series Recording, highlight a program from any of the program listings and press RECORD  twice. Then select Create a Series Recording.

How do I change the priority of my series recordings?

The priority function allows you to prioritize your recorded shows. Press the Menu button on your remote. Select the DVR icon, then select the Series Recordings option. The left column indicates your current prioritized shows ranked in order. Highlight a show and use the Page Up/Page Down buttons on your remote to change its priority ranking. Use the Checkmark icon to confirm change.

Record Two Shows At Once



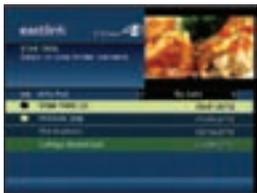
Because certain DVRs are equipped with two tuners (Dual Tuner) you can set recordings for two different programs that air at the same time. While recording two programs, you can watch and control either program up to the point of live TV by using the SWAP button on your remote.

Watch Recorded Programs In Any Room



It is easy to access all your recorded programs by selecting DVR on the Main Menu. Select My Recordings to view your recordings. Press  or  to arrange the listings By Title, By Date, or By Channel. Select a recording by pressing . Choose  to resume watching this recording where you left it or  to restart the recording from the beginning. To delete a program, select the  icon.

View Storage Space



To determine how much space is remaining on your DVR, select My Recordings to view your recordings. The percentage of space used will be located on the left, just above your program listings. To add more storage with a DVR Expander visit <http://eastlink.ca/cabledigitaltv/dvr/dvrexpander.aspx>.

Control Live TV



Using your DVR, you can control live TV! Anytime you tune to a channel, the DVR begins making a temporary recording of whatever you're watching. So you can **Pause** if the phone rings, **Rewind** the scene you missed, and **Fast-Forward** to return to live TV.

*Only with DVR receivers, not on networked receivers.

Instant Replay



Press Page  or  on your remote to replay. Press Page  repeatedly to continue skipping back in 15-second increments.

Slow-Motion



To activate Slow-forward, press **Pause** and then **Fast-Forward**. To use Slow-rewind, press **Pause** and then **Rewind**. To return to regular speed, press **Play**.

Enjoy Brilliant HD

Unparalleled picture clarity with rich, vibrant colours and Dolby Digital 5.1 Surround Sound. Watch your favourite sports, movies, and shows on the most popular networks in crystal clear HD. Plus, with Eastlink, you can watch HD on as many HD TVs as you want!

What You Need:

HD Programming



Choose your HD Receiver

HD Auto Recommend



When you are watching a standard definition program which is also offered in HD, the 'Watch in HD' button will appear. Select the 'Watch in HD' function to automatically switch to the same show being broadcast in HD.

*Channel availability may vary by region.



Internet

Get What You Want, and Get it Fast

The Internet is everything these days. It keeps you connected to your world. Backed by our Fibre Optic network, our Internet service is ideal for Whole Home connectivity. With the ability to enjoy multiple devices all at the same time, all at blazing speeds, you get all the speed you need. You'll never have to wait.

Internet Products

Eastlink Internet

- WiFi modem available
- Optional Internet Security Services
- Local content on MyEastlink.ca
- 5 e-mail addresses included
- With Eastlink WebMail you can access your Eastlink e-mail from anywhere
- Always on, no need to connect
- 24/7 customer support
- Anti-SPAM and virus filter on e-mail included
- Online Help & Support site
- Eastlink customers can enjoy the benefits of any Eastlink Internet product simultaneously with other advanced services like full 1080p HD on one or more HDTVs
- Check eastlink.ca for speed options available to you

Enjoy WiFi

Our wireless gateway allows everyone in your home to connect various multimedia devices within your household and access the Internet wirelessly from just about any room.

- Connect multiple computers wirelessly from anywhere within your home
- Take full advantage of Eastlink's fast Internet with 802.11n High Speed Wireless Networking
- Secure your wireless network with integrated security features
- Stream content to your stereo, mp3 player, or mobile phone
- Connect wirelessly with online gamers throughout the world with your gaming console
- Print and share – connect all computers to one printer without wires
- Fully supported by Eastlink – Our Technical Support Representatives are available 24/7

For more information on how to configure your WiFi Modem, or change your DDIS and secure password, visit eastlink.ca/support



Access Eastlink WebMail

Eastlink WebMail is a smart choice for staying in touch - read, compose, and send e-mail, no matter where you are. You can access your Eastlink email from home, or visit <http://myeastlink.ca/Webmail.aspx> from any internet connection to log into your account - a free service included with your Eastlink Internet.

Eastlink Webmail provides:

- 2 GB of email storage
- Faster page and email load times
- Functional search feature
- Increased security to decrease the number of unwanted spam and email
- New features such as an easy to use 3-pane layout with drag and drop action for moving messages
- Supports the latest web browsers and plug-ins (i.e. Firefox and Safari)

You have access to up to 5 email accounts with your Eastlink Internet service. Simply call 1-888-345-1111 to choose and set up your Eastlink email address.

Visit <http://www.myeastlink.ca/Webmail.aspx> for more information and tips for using and setting up your webmail.

Protect With Eastlink Internet Security Services

Whether you are looking for easy-to-use virus protection, or parental controls to ensure a safe, family-oriented environment for your children, Eastlink's Internet Security Services are affordable, convenient, easy to use, and dependable. We have a full suite of services available including Anti-Virus, Personal Firewall, Parental Control, and Anti-Spyware with Fraud Protection. You will receive virus and software updates automatically as a part of your subscription. This means you'll always have the latest solution and are protected against Internet threats without having to do the homework.

Eastlink Internet Security Services provides friendly and helpful Technical Support. Simply call one of our representatives and we will assist you with any problems and questions you may have. We provide this service to all EISS customers at no cost; it's just another way that Eastlink Internet Security Services helps you stay protected.

Why do you need Eastlink Internet Security Services?

- 80% of home computers are infected with spyware/adware
- 67% of end users lack current Anti-Virus software
- 82% of all incoming messages are SPAM
- 10-15 viruses are discovered each day
- Over 1,500,000+ viruses exist to date

For more information and to order our Security Services, please go to <http://eastlink.ca/Internet/InternetSecurity.aspx>

Quick Internet Troubleshooting Tips

Try restarting your computer.

If you ever have problems with your Internet connection, a good first step is to restart your computer. Just turn it off and on again - that may solve the problem.

Ensure that all cables are securely connected.

There should be three cables connected to your cable modem. Ensure they are all securely connected. Check that the Ethernet cable is securely connected to your computer (or hub/router/switch). The Ethernet cable resembles a phone cord, but the connectors are about twice as wide. After tightening any loose cables, you should restart your computer.

Examine the lights on your cable modem.

Many of our cable modems incorporate a 'standby' or 'pipelock' feature. Check to make sure that the usual number of lights on your cable modem are on. If not, press the button on the top or the front of the modem to see if the lighting sequence returns to normal. If the modem was in 'standby' or 'pipelock' mode, you may need to restart your computer to re-establish your Internet connection.

Reset your cable modem.

Cable modems, like a computer, will occasionally need to be reset. If you notice that the usual number of lights are not on the modem, this might be the case. In order to do this, shut down your computer. When your computer is off, unplug the power from your cable modem. There are three cables in the back of the modem; the power cable is the one that pulls right out (it does not unscrew, nor does it have a clip). Leave the power unplugged for five minutes. Plug the power cord back into the cable modem. Wait for five minutes. Turn on your computer.

Re-set your hardware firewall or router if you have one.

A firewall is a source of Internet security. It is used to block unwanted Internet traffic from entering your computer or network. In the case of a hardware firewall (also called a router), it is good practice to reset it if you are having problems. This can be done by removing the power cord from the unit for one minute, plugging it back in, waiting another minute, and then restarting your computer(s).

Check your software firewall configuration if you have one.

A software firewall is a program that is configured to allow some programs on your computer to connect to the Internet, and block unwanted Internet traffic from entering your computer. Occasionally, the firewall configuration changes, and blocks the programs that you want to allow access to the Internet. In order to see if it is your firewall that is blocking the connection, right-click on the firewall icon in the system tray (PCs: bottom right of your screen, beside the clock) and look for an option to shut down, disable, or exit the firewall. Try the Internet connection now, if it works, the firewall was not configured properly.



Home Phone

Hello? It's the Future Calling.

Our telephone service gives you everything you need in one nice package. Go ahead, think of a feature. You want it, we've got it. Enjoy great savings and selection with our local service and long distance plans. In addition to all that, we're proud to offer you the incredible convenience of our Telephone's Smart Network, which detects problems before they occur—and ensures they won't happen at all.

Services

Eastlink Home Phone & Long Distance

- Switching is free and easy
- Keep your existing number
- No network access fees
- Save on your phone bill every month
- Calling Features such as Voicemail, Call Display, Call Waiting, and more are included in a Bundle
- State-of-the-art Digital Network
- Exclusive Long Distance Plans for Eastlink customers

Count on rock-solid reliability with our telephone service. Our basic residential Telephone package includes a single phone line and one residential white pages listing in the telephone directory. Whether you just want the basics, an armload of calling features, or something in between, you can design the package that best suits your needs at a price that's less than you're used to.

Keep in touch with friends and family with a Long Distance Plan customized to meet your needs. Choose from one of our competitive unlimited monthly plans, per minute plans, and international calling rates. Visit eastlink.ca to browse our Long Distance package information & details.

Using Calling Features & Functions

Eastlink offers a variety of features and functions that can be included in your monthly service package. The following outlines each of these features and how they are used.

Call Display

Know who's calling before you answer!

Call Display will show the name and phone number of the person calling you. This service requires a phone that has a display screen or a separate add-on display unit. *Note: If an incoming call displays 'unknown name' and 'unknown number,' the caller is in an area that does not support Call Display services, may be calling from a cellular phone, or may be blocking their phone number from being displayed.*

Call Waiting

How do I answer a waiting call?

A special tone will alert you to a waiting call. To answer the incoming call, quickly press and release the receiver button (the hang-up button) on your telephone. Note: If your phone has a [Link](#) or [Flash](#) key, you can use this instead. Your first caller will automatically be put on hold while you answer the second call. To alternate between callers, press and release the receiver button. Each conversation will remain private. To end either call, you can press the link button, or quickly press and release the receiver button.

How do I temporarily turn off Call Waiting before making a call?

Lift the handset and listen for the dial tone. Press [*](#) [7](#) [0](#) and listen for a confirmation tone. You are now ready to make a call that will not be interrupted by the Call Waiting tone. Call Waiting will automatically resume after you hang up.

Visual Call Waiting

See who is behind the 'beep!'

Visual Call Waiting works with Call Waiting and Call Display. This service displays the name and number of the incoming caller (if available) when you are on the phone. Users will need a telephone with a compatible display screen to use this service.

Call Forwarding

Automatically send incoming calls to another number!

Call Forwarding will allow you to route incoming calls to another phone number. While Call Forwarding is on, the phone can still be used to make outgoing calls.

How do I turn on Call Forwarding?

Pick up the receiver and **press** * 7 2. You will hear the dial tone. Now enter the number where you want your calls forwarded to. When the call is answered, your Call Forward feature is in effect. *Note: If the line is busy or there is no answer at the forwarding number, hang-up and repeat the process to ensure the feature is activated.*

How do I turn it off?

Pick up the receiver and **press** * 7 3. You will hear a confirmation tone. Then hang up. All incoming calls will now ring normally on your phone.

3-Way Calling

Talk to two people — in two different places — at the same time!

This service allows you to add a third person to your current call. To add the third person, quickly press and release the receiver button (hang-up button) to put the current caller on hold. When you hear a dial tone, enter the third person's phone number. When ready to connect the two callers, quickly press and release the receiver button. If the third person did not answer or you wish to disconnect them, again press and release the receiver button and you will be reconnected to the person on hold.

Select Ring

Know who the call is for by the sound of the ring!

Select Ring, sometimes called the 'Teen Line,' allows you to add an additional phone number to your existing phone line. Each number has its own distinctive ring, indicating which number is being called. Select Ring can also be used for a fax machine.

Call Return

Easily reach your last caller — even if you didn't answer.

If you couldn't get to the phone in time, you can still find out who called. Press ***69** and a recording will provide the caller information. You can choose to call the person back by **pressing 1**.

Ring Again

If you have called a number and the line is busy, hang up, then **Press** ***** **6** **6** and your phone will keep trying the line for up to 30 minutes. A special callback ring will alert you when the line becomes free. *Note: Some phones ring normally.* To cancel your Ring Again request, **Press** ***** **8** **6**.

Call Screen

Easily block unwanted calls. To screen a particular telephone number:

Pick up the receiver and listen for the dial tone. **Press** ***** **6** **0**, wait through the 2-3 second delay, and then follow the prompts. *Note: To screen the last caller, Press* **#**. *To deactivate Call Screen, Press* ***** **6** **6**.

Intercom

Call another extension!

The Intercom feature lets you place calls between telephones in the same house or on the same Network Access Service. Simply enter your own phone number, listen for a busy signal and hang up. All extensions will ring until someone picks up. When they pick up, then you can too. If no one picks up, simply pick up the receiver and hang up to cancel the Intercom session. *Note: This service is not compatible with Call Answering.*

Call Answering

Getting Started / Activation

Once you have subscribed to the Call Answer Service, activate your voice mail by **Pressing** * 9 9 in (NS, PEI, NL, ON, & PQ) * 9 8 in (SK, AB & BC) from your home phone. You will be prompted to set up a password, and record your name and a personal greeting.

To create a new password or to change your current password:

Press * 9 9

Press 4 on the main menu for personal options.

Press 2 for administrative options.

Press 1 for password options.

Press 3 to turn skip password function on or off.

Press 1 to change personal password.

Press # to enter old password.

Press # to enter new password.

Press # to confirm.

Press * to re-enter.

To record a personal greeting or modify the standard greeting:

Press * 9 9.

Press 4 on the main menu for personal options.

Press 3 for greeting/name options.

Press 1 to select/modify greeting.

Press 1 to record a personal greeting or 4 to record your name.

Press 2 to record greeting.

Press # to end the recording.

Press # to accept greeting.

How do I know if I have messages?

When you pick up your telephone handset you will hear a distinctive interrupted dial tone indicating you have a new voice mail message. Some sets have a 'message waiting' indicator light.

Note: You can still make a call over an interrupted dial tone before collecting your messages.

How do I collect my messages?

Press ***99**.

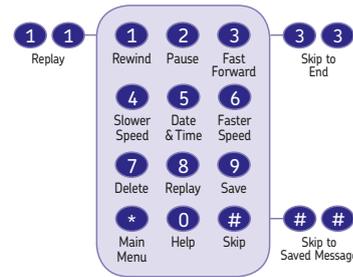
Using the Play Menu (while reviewing your messages)

Special Notes

At any menu, Press **0** for help.

At any menu, Press ***** to cancel and go back to the previous menu.

At any menu, Press *** *** to go back to the Main Menu.



If you are calling away from your home:

Dial your telephone number from another phone. * Press ***** when your voice mail message greets you.

Enter your password. Or, contact Eastlink for instructions on how to call your voicemail box without incurring long distance charges.

* Should you wish to check your mailbox from another person's home phone line, you will find that dialing ***99** may take you directly into their home mailbox. Should this happen, Press **5#** from the main menu. This will allow you to log into a different mailbox.

Telephone Voicemail To Email

Allows you to have your telephone voicemail messages directed to an email account.

Your voicemail will be sent to your email as an audio attachment. Simply open the attachment and listen to the message.

Receive immediate email notification when a voicemail message has been left on your home phone.

You can also save important voicemail messages on your computer



For more information and to order the Voicemail to Email feature, please call 1-888-345-1111 or visit eastlink.ca/telephone/voicemailtoemail.aspx

Ring Control

Set the number of rings before Call Answer takes a message.

Lift the receiver and **Press** .

Listen for the special dial tone (three quick beeps followed by a dial tone). Enter the number of rings you want to hear before Call Answer takes a message. Listen for the confirmation tone (two quick beeps followed by a dial tone), then hang up.

Call Trace

Trace obscene or threatening calls.

Call Trace will identify and document, to authorities, the phone number of the last incoming call so that you can report nuisance calls. Information about the trace will only be provided to the appropriate law enforcement officials. To trace a call, hang up on the caller. Pick up the phone, listen for the dial tone, then **Press** * 5 7. A recorded message will let you know if the call was successfully traced. Contact the police if you wish to take action on a traced call.

Note: Included free-of-charge with your phone service.

Call Block

Block your name and number from Call Display.

Call Block is provided automatically and free of charge to Eastlink Telephone customers. The service will allow you to block the display of your name and phone number on the display screen of the person you are calling. To block your name and number from Call Display, **Press** * 6 7 before placing your call. If you have a non-published number and want to have your number displayed, **Press** * 9 7 before placing your call.

Note: Included free-of-charge with your phone service.

Operator Assisted Calls

Press 0 0 if you require assistance in making a long distance call.

Press 0 + **area code** + **phone number** and the system will guide you. Surcharges apply to long distance calls requiring an operator.

Note: A Long Distance plan that includes operator service is required to access long distance operator assistance.

Directory Assistance

Looking for a local phone number? Press **4 1 1**. Looking for a phone number outside of your calling area? Press **1 + area code + 5 5 5 - 1 2 1 2**. A nominal charge applies per directory assistance request, whether you are looking for a new or existing listing.

You can also locate a phone number using www.411.ca

Note: A Long Distance plan that includes operator service is required to access long distance operator assistance.

Toll Restrict

Block long distance calls from your home!

There are three separate options to choose from to block the following calls from being made and billed to your line:

- Toll Restrict: Block outgoing calls that begin with the digit “1” with the exception of toll-free.
- Collect and Third party.
- 1-900 services.

Please contact an Eastlink Customer Care Representative if you are interested in blocking these calls from being billed to your line.

Privacy Policy

Eastlink customers are bound by our Terms of Service as outlined on eastlink.ca. Our Terms of Service, Eastlink Privacy Policy, as well as the detailed Code of Fair Information Practices, are available at eastlink.ca. We would be happy to provide a printed copy at your request.

Eastlink collects, uses, and discloses personal information primarily to set up and maintain your account and effectively deal with issues concerning your Eastlink services. Secondary, personal information may be used to develop, market, and/or maintain products and services. However, if you wish to withdraw consent for this purpose, please contact us.



Telephone

Call us toll free at
1-888-345-1111



Online

Visit eastlink.ca to chat live
or visit our support section



In-Store

Visit eastlink.ca to locate
your nearest Eastlink Store

The Eastlink logo is displayed in white lowercase letters on a dark blue rectangular background.

Fresh Bundles with Everything.

Get More for Less in a Bundle

- Exclusive access to Eastlink TV
- Flexible Digital and HD package options, with access to Free OnDemand
- Faster Internet speed for the whole home with WiFi connectivity
- Full-featured Telephone including Voicemail and Caller ID
- Flexible Long Distance plans
- Free installation
- Keep things simple with one monthly bill and one customer support number

*Product availability varies by area.

eastlink.ca