

# WELCOME GUIDE



# “FOLLOW THESE INSTRUCTIONS FOR AN ACCURATE GUIDE TO YOUR **TEKTALK** HARDWARE SETUP.

- 1 When first connecting TekTalk, connect the included Ethernet cable to an available Ethernet port on a modem.
- 2 Connect the other end of the Ethernet cable to the TekTalk Adapter's WAN port.
- 3 Connect a telephone to the TekTalk Adapter's PHONE 1 port using a standard telephone cable.
- 4 Connect the included power adapter to the TekTalk Adapter's POWER port. Connect the other end to a standard electrical outlet.
- 5 Check the phone for a dial tone. If there is a dial tone, place a phone call to make sure the ATA (analog telephone adapter) is working. This process may take as long as 20 minutes, so do not disconnect the adapter.

Once your phone is working, congratulations – your phone has been successfully provisioned. In some instances having your TekTalk Adapter plugged directly into your modem could affect your Internet speeds. If you are using a router with your Internet modem, you may plug your TekTalk Adapter into your router AFTER it has been provisioned through your modem.

# STAR CODES

FEATURES	PURPOSE CODE	
Anonymous Call Rejection	Enable	*77
	Disable	*87
Automatic Callback	Enable	*66
	Disable	*86
Automatic Recall	Enable	*69
	Disable	*89
Call Barring	Enable	*341 to *346
	Disable	*351 to *356
Call Forward	Enable	*72
	Disable	*73
Call Forward Busy	Enable	*90
	Disable	*91
Call Forward Fixed	Enable	*94
	Disable	*95
Call Forward No Answer	Enable	*92
	Disable	*93
Call Hold		*52
Call Pickup		*11
Call Trace		*57
Caller ID Blocking	Enable	*67
	Disable	*68
Calling Name and Number Delivery	Enable	*65
	Disable	*85
Cancel Call Waiting		*70
Directed Call Pickup		*12
Do Not Disturb	Enable	*78
	Disable	*79
Last Caller ID Erasure		*320
Off-Premise Extension		*58
PIN Change		*319
Priority Call		*61
	Alternative	*81
Regular Reminder Calls	Enable	*314 to *317
Reminder Calls	Enable	*310 to *313
Selective Call Acceptance		*64
	Alternative	*84
Selective Call Forwarding		*63
	Alternative	*83
Selective Call Rejection		*60
	Alternative	*80
Speed Dial 30		*75
Speed Dial 8		*74
Voicemail		*98

# FEATURES

## UNLIMITED LOCAL CALLING

Through TekTalk, you can call anyone in your local region as many times as you want and for however long you want.

Local Area Restrictions may apply. Please visit [localcallingguide.com](http://localcallingguide.com) to view your local calling area.

## FREE CALLS BETWEEN TEKTALK CUSTOMERS

All calls between TekTalk phone numbers are free of charge. No matter where and when.

## 100 MINUTES NORTH AMERICA LONG DISTANCE

The first 100 minutes of calls made outside of your local calling area within North America (NA) (excluding Mexico) are on us. All calls made after the first 100 minutes are subject to \$0.029/minute rates.

100 NA Long Distance rates apply for TekTalk Premium customers only.

## CALLER ID

This feature allows TekTalk users to see who is calling by showing their name and telephone number.

**For this feature to be useful, your telephones/handsets must have a visual display, and support this feature.**

After one to two telephone rings, the name and number of the caller will be displayed, including calls made from non-published numbers. If a caller has intentionally blocked the display of their name and number, 'Private Number' and 'Private Name' will appear on your display screen.

**You can withhold your Outbound Caller ID by using the TekTalk Portal (under Settings, Calls). This is accessible to TekTalk Premium and Unlimited customers only.**

**Displaying incoming call name and number (individually or both) can be done in the TekTalk Portal (under Settings, Calls). This is accessible to TekTalk Premium and Unlimited customers only.**

## CALL FORWARDING

To turn on Call Forwarding from your phone:

- 1 Dial \*72
- 2 Enter the 10-digit phone number you want to forward calls to
- 3 Press #

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To turn off Call Forwarding from your phone, simply dial \*73.

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# FEATURES FOR TEKTALK PREMIUM AND UNLIMITED USERS

## ADVANCED VOICE MAIL

Advanced Voice Mail allows you to customize how and when your messages are delivered to you. You can set different options for each type of call. This feature allows callers to leave a voicemail for a TekTalk user if the user is unavailable. It can be managed both through your handset connected to the Phone Adapter (dial \*98 and follow the prompts), or by using the TekTalk Portal.

To initialize Voice Mail, dial \*98 from your TekTalk phone. Note that the password you select for your Voice Mail will be your TekTalk PIN and will also be your password for the TekTalk Portal. You cannot log in to the TekTalk Portal until you have setup your voice mail and have chosen a password.

## TEKTALK PORTAL TO MANAGE SERVICE

Our TekTalk Portal allows you to manage all of your features that are included with your TekTalk service. To access the TekTalk Portal, go to:

- 1 <https://tektalk.teksavvy.com/portal>
- 2 Enter your 10-digit TekTalk phone number and your TekTalk PIN as your password. You will have created your PIN as a part of your Advanced Voice Mail setup.
- 3 Click "Login"

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The TekTalk Portal can be used to manage all the features of your TekTalk.

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## VISUAL CALL WAITING

Visual call waiting not only shows you who is calling, it also displays the information of who is calling while you are already on the phone. This feature allows you to see who is calling (name and telephone number) while you are on a call.

Note that for this feature to be useful, your telephones/handsets must have a visual display, and support this feature.

When you wish to take the second incoming call, you simply press the FLASH button to switch between the current call and the new call.

## THREE-WAY CALLING

The Three-Way Calling feature allows you to connect up to 3 different callers (including yourself) at one time.

To enable this feature, after connecting to the first caller, you would:

- 1 Press the FLASH or LINK button on your handset, wait for dial tone, then dial \*71
- 2 Next you should dial the second number
- 3 When the second party picks up, press FLASH or LINK on the handset to connect all three people

## SCREENING LIST

The TekTalk Screening List allows you to filter which calls ring to your phone. You can customize specific numbers to have specific outcomes.

## ENHANCED CALL FORWARDING

The Enhanced Call Forwarding feature allows you to customize how and when calls are routed to you. You can set different options for each type of call.

## SIMRING

The SimRing feature allows you to set a list of numbers which will ring (in addition to your own number) whenever someone calls you. Any of the other numbers that ring can answer the call.

## CALLER ID BLOCK

The Caller ID Block feature allows you to block your Caller ID on outbound calls.

To enable this feature, you will need to:

- 1 Dial \*67 before you dial the number
- 2 Note that if you wait too long to dial the number after dialing \*67, your phone may be temporarily disabled. You will have to dial \*68 to start over.

## SELECTIVE CALL BLOCKING

The Selective Call Blocking feature allows you to create a list of numbers to prevent them from calling you.

## CALL PRIVACY

Call Privacy allows you to select how calls with Unknown Names/Numbers will be routed to you.

## DO NOT DISTURB

The Do Not Disturb feature allows you to temporarily disable your line to prevent inbound calls.

## REMINDER CALL

The Reminder Call feature allows you to set reminders that are delivered to you by a phone call for specific events.

**“CALL ME WHEN YOU  
GET TEKSAVVY SO I  
DON'T WORRY.**



# 911 FAQ

## DOES TEKTALK PROVIDE ACCESS TO 911 SERVICES?

Yes, we do offer access to emergency 911 services, but there are some differences and limitations in how 911 calling via TekTalk operates relative to 911 calling via traditional telephone services.

## DOES NETWORK CONGESTION CAUSE ANY PROBLEMS WITH 911 CALLING?

It is possible that there may be a reduction of the speed in the routing of 911 calls via TekTalk during periods of heavy network congestion.

## HOW DOES 911 CALLING VIA TEKTALK DIFFER FROM THE TRADITIONAL TELEPHONE SERVICES?

With traditional 911 telephone services, your call is sent directly to the nearest emergency response centre. In addition, your call-back number and last address are visible to the emergency response call centre. With 911 calling via TekTalk, your call is sent to a national emergency call centre. Whether or not your call-back number and the last address registered with us for your TekTalk Service are visible to the emergency call centre operator, you will be asked to confirm your location. The call centre operator will then transfer you to the emergency response centre nearest your location. You should be prepared to provide your name, address and call-back number with the operator. Do not hang up unless told directly to do so.

## WHAT HAPPENS IF MY 911 CALL GETS DISCONNECTED?

If your 911 call gets disconnected, you should immediately dial 911 again.

If you are unable to speak during a 911 call, and the call centre operator has access to a call-back number and last registered address associated with your TekTalk Service, the operator will transfer the call to the emergency response centre closest to that address. In order for emergency services to be dispatched to the correct address in such cases, you must ensure that the registered address that you have provided to us is always the same as the physical address where your TekTalk service is located. Whenever you move the physical location of your TekTalk Device or you add a line, you must update your registered address accordingly.

Address registrations and updates may be completed here:

<https://secure.teksavvy.com/tools/en/Changeof911Addressb.asp>

## WHAT HAPPENS IF I AM UNABLE TO SPEAK DURING MY 911 CALL?

911 calling will not function in the event of a power or broadband outage. Further, following a power failure or disruption, you may need to reset or reconfigure your TekTalk Device prior to completing calls, including 911 calls.

## WHAT HAPPENS TO 911 CALLING IF THERE'S A POWER OR BROADBAND OUTAGE, OR IF MY BROADBAND IS DISCONNECTED?

In order for TekTalk 911 calling to function as intended, yes, you will need to register your address for each changed, newly added or newly ported number.

You can register your address here:

<https://secure.teksavvy.com/tools/en/Changeof911Addressb.asp>

## DO I NEED TO REGISTER MY ADDRESS FOR 911 CALLING TO WORK?

## CAN FAULTY INSTALLATION AFFECT 911 CALLING?

Yes, improper installation or configuration of a TekTalk Device will prevent 911 calling from functioning as intended.

## WHAT CAN I DO TO PREVENT IMPROPER INSTALLATION OF A TEK TALK DEVICE?

Immediately following installation of your TekTalk Device, and following every power outage, you should immediately make a test call from your device to ensure the service is functioning correctly (DON'T CALL 911 EXCEPT FOR EMERGENCIES).

If your TekTalk Service is not working, Call Technical Support at:

1.877.779.1575

## WHAT SHOULD I DO IF MY TEK TALK SERVICE IS NOT WORKING?

TekTalk 911 Service might not function correctly, or at all, for the following reasons:

If your hardware fails, is not configured correctly, or does not meet our requirements.

In the event of a high-speed Internet outage.

In the event of network or power failure.

If you tamper with or, in some cases, move the hardware.

Following termination of your account.

## WHY MIGHT MY 911 SERVICE NOT WORK PROPERLY?



## IS TEKSAVVY RESPONSIBLE FOR THE COMPLETION OF 911 CALLS OVER TEKTALK?

No, we do not have any control over whether calls using our 911 service are answered by any local emergency response centre. We are not responsible for the conduct of local emergency response centres and the national emergency calling centre. We rely on third parties to assist us in routing 911 calls to local emergency response centres and to a national emergency calling centre. Since we rely on third parties to assist us, we deny any and all liability in the event that the third party data used to route the calls is incorrect.

## CAN I ACCESS EMERGENCY SERVICES THROUGH THE OPERATOR?

No, TekSavvy and TekTalk do not currently offer any operator services.

Yes, TekSavvy reserves the right to do this in any of the following instances:

You are in breach of TekSavvy's Terms and Conditions.

You exceed your prescribed credit limit.

You exceed the reasonable usage limits.

You have given false, misleading or outdated information to TekSavvy.

We suspect fraudulent, unlawful or improper usage.

You harass, threaten or abuse us or our employees/agents.

You fraudulently or improperly seek to avoid payment to us.

We need to install, maintain, inspect, test, repair, remove, replace, investigate, protect, modify, upgrade or improve the operation of the Services, the hardware or our facilities or networks.

Any account or service on which TekTalk depends is terminated for any reason.

We reasonably believe that there is an emergency or extreme circumstance that would warrant such action.

## CAN MY TEKTALK 911 SERVICE BE RESTRICTED, SUSPENDED, BLOCKED OR TERMINATED WITHOUT MY CONSENT?

First, you should check to see if you have an outstanding balance that needs to be paid.

If the problem persists, please call Technical Support at:

1.877.779.1575

## HOW CAN I REREGISTER MY RESTRICTED, SUSPENDED, BLOCKED OR TERMINATED TEKTALK?



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**WE'RE DIFFERENT.**  
**IN A GOOD WAY.**