

## WTC Online VoIP Phone Settings

To access the system, go to [www.mywtc.ca](http://www.mywtc.ca) and enter the information requested under **Online Phone Settings** and click on the appropriate "Submit" button.

If you do not know your Login information, please contact WTC's [Customer Care](#).

This site is for WTC VoIP & Virtual PBX Customers. If you would like to visit WTC's website, please [Click Here](#).



Registered users can modify settings of their VoIP and Virtual PBX telephone services. To access the system, please enter the information requested and click on the appropriate "Submit" button below. If you do not know your Login information, please contact WTC's [Customer Care](#).

VoIP Customers		Virtual PBX Customers
<b>ONLINE PHONE SETTINGS</b>	<b>ONLINE VOICEMAIL</b>	<b>ONLINE CONTROL PANEL</b>
Directory Number: <input type="text"/>	User ID: <input type="text"/>	Mailbox: <input type="text"/>
Password: <input type="text"/>	Password: <input type="text"/>	PIN: <input type="text"/>
<input type="button" value="Submit"/>	<input type="button" value="Submit"/>	<input type="button" value="Submit"/>

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Once logged in, you can use the menu on the left of the Online Phone Settings Site to navigate to the phone settings you want to change.

If you want more information on the services available and how to use them click on the [Service manual](#) link.

## Welcome to WTC VoIP Phone Settings

Welcome to WTC Communications Phone Settings. From these pages you can manage the different features of your telephone service.

Click on one of the links on the left-hand side of the screen to select a particular group of services to manage. The screen then shows all the services in that group that your service provider has made available to you. Click on the appropriate link to select the service you want to manage.

If you cannot find information about a service that you think you should be able to use, please contact us for assistance.

The list of links on the left-hand side of the screen also allows you to

- view details of the last incoming call to your telephone and the last telephone number you called
- change the password you use to access Phone Settings and the Personal Identification Number (PIN) you use to access some services
- view the Service Manual, which describes each service and explains how to use it.

After you have finished using WTC Communications Phone Settings, click on the **Logout** link to log out of the service. This prevents any other user of your computer from accessing your telephone service settings. (If you close your browser or move to another web page without logging out, you will be logged out automatically after 30 minutes.)

## Service manual

The Service manual provides a full description of all the services available to you both through the handset and over the web. Use the table of contents below to go straight to the information you want.

- [Receiving calls](#)
  - [Call Forwarding](#)
  - [Selective Call Forwarding](#)
  - [SimRing](#)
  - [Find-me-follow-me](#)
  - [Voicemail](#)
  - [Call Rejection](#)
  - [Caller ID](#)
  - [In-call Services](#)
- [Making calls](#)
  - [Short Codes](#)
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  - [Speed Calling](#)
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  - [Call Barring](#)
  - [Withhold Number](#)
  - [In-call Services](#)
- [Last calls](#)
  - [Most Recent Calls](#)
  - [Automatic Recall](#)
  - [Automatic Callback](#)
- [Unwanted calls](#)
  - [Call Rejection](#)
  - [Call Trace](#)
- [Reminder calls](#)
- [Settings](#)
  - [Security Settings](#)
  - [Carrier Settings](#)
- [Table of Access Codes](#)

Use the links on the left panel if you want to go back to editing your phone settings.

## Receiving calls

This group of services allows you to manage the calls that you receive. For example, you can find out who the caller is before answering, or decide how calls are handled when you are unable to answer them.

### Call Forwarding

You can choose to have your incoming calls forwarded to a different number when you are unable to answer them.

Note that you cannot forward calls to the following numbers.

- Numbers starting 0
- Numbers starting 950
- Numbers consisting of one digit followed by 11 (including 911)

To control call forwarding from your telephone, use the following access codes. *nnnnnnnnnn* represents the number to which you want to forward your calls, and is only required if you have chosen the option that requires the number to be entered.

Forward all calls	*72 <i>nnnnnnnnnn</i>
Stop forwarding all calls	*73
Forward calls when busy (if they come in while you are in another call)	*90 <i>nnnnnnnnnn</i>
Stop forwarding calls when busy	*91
Forward calls on no reply (if you do not answer them)	*92 <i>nnnnnnnnnn</i>
Stop forwarding calls on no reply	*93

### Selective Call Forwarding

You can choose to forward all calls from selected callers to another telephone number. For example, if you will be away from home but are expecting an important call, you can forward calls from this caller's number to your mobile telephone.

Note that your selective call forwarding settings act before your immediate call forwarding settings.

To set up selective call forwarding from your telephone, use the following access code, and follow the voice prompts for further instructions. This allows you the

extra option of adding an anonymous number following a call where the caller withheld their number.

Set up selective call forwarding \*63 or \*83

### SimRing

SimRing allows you to be easily contacted by ringing several numbers, such as your mobile, home phone and office extension, in addition to your main phone, when someone calls you. You can have a maximum of 32 other numbers which are rung.

Note that you cannot include the following numbers.

- Numbers starting 0
- Numbers starting 950
- Numbers consisting of one digit followed by 11 (including 911)

To activate and deactivate SimRing from your telephone, use the following access codes.

Activate SimRing service	*361
Deactivate SimRing service	*362

### Find-me-follow-me

Find-me-follow-me allows you to be easily contacted by ringing several numbers, such as your mobile, home phone and office extension, when someone calls you.

You can set up rules to control the numbers that are included and the order in which these numbers are called; you can have two or more numbers called at the same time. If you want your main phone to be called, you must have a rule with **Main phone** checked. If there are no rules, activating the service will have no effect. You can have a maximum of 32 rules.

Note that you cannot include the following numbers.

- Numbers starting 0
- Numbers starting 950
- Numbers consisting of one digit followed by 11 (including 911)

To activate and deactivate Find-me-follow-me from your telephone, use the following access codes.

Activate Find-me-follow-me service	*371
Deactivate Find-me-follow-me service	*372

### Voicemail

If you use the Voicemail service, incoming calls will be forwarded to Voicemail if you do not answer them, so that the caller can leave a message for you. You can specify how long an incoming call waits for you to answer it before the caller is transferred to Voicemail.

To use Voicemail from your telephone, use the following access code, and follow the voice prompts for further instructions.

Retrieve your Voicemail messages	*318
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### Call Rejection

You can choose to reject calls from selected callers. If you do this, your telephone will not ring when a call comes in from one of these callers; instead, the caller will hear an automatic message that the call has not been accepted. To control rejecting calls from your telephone, use the following access codes. This allows you the extra option of adding an anonymous number to the list of rejected numbers following a call where the caller withheld their number.

Activate Do Not Disturb service	*78
Deactivate Do Not Disturb service	*79
Reject anonymous calls	*77
Accept anonymous calls	*87
Set up Selective Call Rejection (after entering the access code, follow the voice prompts for further instructions)	*60 or *80

### Caller ID

You can choose whether to view information about a caller's identity before you answer the call. To use this service, you need a telephone that can display Caller ID information.

Note that the caller's number is not displayed if the caller has withheld it.

To control information about the caller's identity from your telephone, use the following access codes.

Display the caller's identity	*65
Do not display the caller's identity	*85

### In-call Services

You can talk to more than one person during the same call. Call Transfer allows you to transfer the other person in a call to another number. For example, if someone calls you to find out your friend's number, you can transfer the call straight to your friend so that the caller does not have to hang up and dial the new number.

To transfer a call from a normal phone:

- Tell the first caller that you are transferring the call.
- Press the **Recall** button on your telephone.
- Dial the telephone number for the person you want to transfer the call to.
- If you want to explain to this person that you are transferring the call and introduce the caller, wait until the call is answered. After the new person has agreed to accept the call, hang up your telephone and the call will be transferred. (If the new person does not answer, or does not want to accept the call, press the **Recall** button again to return to the first caller.)
- If you don't need to introduce the caller, hang up your telephone as soon as you hear the ringing tone for the new person's telephone, and the call will continue as though the first caller had made a direct call.

For subscribers using SIP telephones, this services operates differently. There is a choice of performing a "blind transfer" or a transfer with "consultation hold" (depending on the the SIP device, some support one or both options). To transfer a call:

- Hit the option key to transfer the call (either blind or with consultation).
- Dial the telephone number for the person you want to transfer the call to. If this is a blind transfer you will then be placed on hold and should hang up. If this is a consultation hold, wait until the call is answered. After the new person has agreed to accept the call, press the option key to complete the transfer. (If the new person does not answer, or does not want to accept the call, press the option key to return to the original caller). You will then be placed on hold and should hang up.

## Making calls

This group of services allows you to make calls from your telephone quickly and easily. For example, you can make calls with a few key presses instead of dialing the full number.

### Short Codes

Short codes allow you to dial numbers quickly, using a short digit sequence instead of having to dial a long telephone number or access code. Short codes can be set up for any of the following.

- An external telephone number
- An intercom code used within the Business Group
- Any other code used within the Business Group, such as the external line code or an access code used to configure call services

Ranges of short codes can also be set up, so that a set of consecutive short code numbers correspond to a set of consecutive telephone numbers. To use a short code, simply dial the short code instead of dialing the number it represents.

### Intercom Codes

Intercom codes allow you to call other lines within the group quickly, using a short digit sequence instead of having to dial the full telephone number. Single intercom codes can be set up, or ranges of intercom codes can be specified so that a set of consecutive intercom code numbers correspond to a set of consecutive telephone numbers of lines in this Business Group. To use an intercom code, simply dial the code instead of dialing the number it represents.

### Speed Calling

For numbers that you call frequently, you can set up Speed Calling to provide a quick way of dialing these numbers.

Instead of dialing the full telephone number, you simply dial the speed code. The full telephone number corresponding to this code is dialed after a 4-second delay; you can force immediate dialing by dialing # after the Speed Calling code.

To set up Speed Calling from your telephone, use one of the following access codes. You will hear a broken dial tone\*. Dial the Speed Calling code you want to use, followed by the full telephone number you want to access using that code. You will then hear a confirm tone.

\* For subscribers using SIP telephones, this service operates differently. You should dial the access code, Speed Calling code, and full telephone number together, and only then press the dial button.

Set up 1-digit Speed Calling	*74
Set up 2-digit Speed Calling	*75

### Automatic Callback

This service allows you to make another call to the last number that you called (for example if the person you called did not answer or if the line was busy). If you use this service, and the other person is busy or does not answer, the attempt will be retried automatically when the other person is available. You can dial an access code to cancel this automatic retry if necessary.

To make another call to the last number that you called, or to cancel any outstanding attempts to set up calls in this way, use the following access codes.

Automatic Callback (make another call to the last number that you called)	*66
Cancel all outstanding Automatic Callback attempts	*86

### Call Barring

You can choose to bar particular types of calls (for example international or premium rate calls) so that nobody can make these calls from your telephone.

To set up Call Barring from your telephone, use the following access codes. If you use an access code to stop Call Barring for any type of call, you will be prompted to enter your PIN as a security check.

Bar all calls except emergency calls	*341
Bar international, national and mobile calls	*342
Bar international calls	*343
Bar operator calls	*344
Bar calls to access codes for setting up Call Services	*345
Bar calls to premium rate numbers	*346

Stop barring all calls except emergency calls	*351
Stop barring international, national and mobile calls	*352
Stop barring international calls	*353
Stop barring operator calls	*354
Stop barring calls to access codes for setting up Call Services	*355
Stop barring calls to premium rate numbers	*356

### Withhold Number

You can choose whether your telephone number is available to people that you call.

To control whether your calls are anonymous from your telephone, use the following access codes.

Withhold my number on the following call	*67
Send my number on the following call	*82

### In-call Services

You can talk to more than one person during the same call.

Call Transfer allows you to transfer the other person in a call to another number. For example, if someone calls you to find out your friend's number, you can transfer the call straight to your friend so that the caller does not have to hang up and dial the new number.

To transfer a call from a normal phone:

- Tell the first caller that you are transferring the call.
- Press the **Recall** button on your telephone.
- Dial the telephone number for the person you want to transfer the call to.
- If you want to explain to this person that you are transferring the call and introduce the caller, wait until the call is answered. After the new person has agreed to accept the call, hang up your telephone and the call will be transferred. (If the new person does not answer, or does not want to accept the call, press the **Recall** button again to return to the first caller.)
- If you don't need to introduce the caller, hang up your telephone as soon as you hear the ringing tone for the new person's telephone, and the call will continue as though the first caller had made a direct call.

For subscribers using SIP telephones, this services operates differently. There is a choice of performing a "blind transfer" or a transfer with "consultation hold" (depending on the the SIP device, some support one or both options). To transfer a call:

- Hit the option key to transfer the call (either blind or with consultation).
- Dial the telephone number for the person you want to transfer the call to. If this is a blind transfer you will then be placed on hold and should hang up. If this is a consultation hold, wait until the call is answered. After the new person has agreed to accept the call, press the option key to complete the transfer. (If the new person does not answer, or does not want to accept the call, press the option key to return to the original caller). You will then be placed on hold and should hang up.

## Last calls

This group of services allows you to find out about the most recent calls made to and from your telephone, and to use this information for making new calls.

### Most Recent Calls

You can find out about the most recent incoming and outgoing calls for your telephone if this information is available. Note that the telephone number is not shown if it was withheld by the person calling you.

If necessary, you can remove the records of recent incoming and outgoing calls, so other people using your telephone will not be able to see what calls have been made.

Last Caller ID Erasure  
(to remove the records of recent calls) \*320

### Automatic Recall

This service allows you to act on the telephone number of the last person who called you.

You can return a call to the last person who called you. Note that you will not be able to return the call if the caller's number is unavailable.

If you attempt to return the call and the other person is busy or does not answer, the attempt will be retried automatically when the other person is available. You can dial an access code to cancel this automatic retry if necessary.

If necessary, you can remove the records of recent incoming and outgoing calls, so other people using your telephone will not be able to see what calls have been made.

To find out about the most recent incoming call to your telephone, or to return the call, use the following access codes.

Last Caller ID (to hear a voice announcement of the last caller's number)	*69
Call Return (to return the call after hearing the Last Caller ID announcement)	1
Cancel all outstanding Call Return attempts	*89
Last Caller ID Erasure (to remove the records of recent calls)	*320

#### Automatic Callback

This service allows you to make another call to the last number that you called (for example if the person you called did not answer or if the line was busy).

If you use this service, and the other person is busy or does not answer, the attempt will be retried automatically when the other person is available. You can dial an access code to cancel this automatic retry if necessary.

To make another call to the last number that you called, or to cancel any outstanding attempts to set up calls in this way, use the following access codes.

Automatic Callback (make another call to the last number that you called)	*66
Cancel all outstanding Automatic Callback attempts	*86

## Unwanted calls

This group of services allows you to deal with unwanted calls made to your telephone. For example, you can reject calls from unwanted callers, or pass information about malicious calls to the appropriate law enforcement agency.

### Call Rejection

You can choose to reject calls from selected callers. If you do this, your telephone will not ring when a call comes in from one of these callers; instead, the caller will hear an automatic message that the call has not been accepted.

To control rejecting calls from your telephone, use the following access codes. This allows you the extra option of adding an anonymous number to the list of rejected numbers following a call where the caller withheld their number.

Activate Do Not Disturb service	*78
Deactivate Do Not Disturb service	*79
Reject anonymous calls	*77
Accept anonymous calls	*87
Set up Selective Call Rejection (after entering the access code, follow the voice prompts for further instructions)	*60 or *80

### Call Trace

If you receive a malicious call, you can pass information about the call to the appropriate law enforcement agency. You can do this while the call is in progress, or after it has finished (before you receive another call).

To request a trace of the last incoming caller, use the following access code, and follow the voice prompts for further instructions.

To request a trace of the current caller during a call, press the **Recall** button\* on your telephone, then use the following access code, and follow the voice prompts for further instructions.

\* If your phone does not have a Recall button you cannot request a trace during your call. You will always be able to make a trace request after the call has ended.

Call Trace	*57
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## Reminder calls

You can set your telephone to ring at a particular time, for example as an alarm clock or to remind you of an appointment.

To set up reminder calls from your telephone, use the following access codes, and follow the voice prompts for further instructions.

Set up a reminder call	*310
Cancel all reminder calls	*311
Cancel one reminder call	*312
Check the reminder calls you have set up	*313
Set up a repeating reminder call	*314
Cancel all repeating reminder calls	*315
Cancel one repeating reminder call	*316
Check the repeating reminder calls you have set up	*317

## Settings

This group of services allows you to change the security details you use to access your phone settings, and to check the telephone carriers you use for calls.

### Security Settings

You can change

- the password that your telephone service provider has given you to access these web pages
- the PIN (personal identification number) that you need to dial in order to access some services using your telephone.

To change your PIN using your telephone, use the following access code, and follow the voice prompts for further instructions.

PIN Change	*319
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## Carrier Settings

You have standard telephone carriers that can be automatically used for your calls.

You do not have to dial an access code and carrier ID each time you make a call, unless you want to use a different carrier from your normal one. To select a particular carrier for your next telephone call, dial 101 followed by the carrier's 4-digit code, before you dial the telephone number to call.

## Table of Access Codes

This page lists all the access codes that you can dial from your telephone to manage your telephone service or to make calls. They are grouped according to the different call services that you have subscribed to.

If you cannot find the access code for a particular service, please check that you are subscribed to the service.

### Caller ID

Display the caller's identity	*65
Do not display the caller's identity	*85

### Call Forwarding

Forward all calls	*72 <i>nnnnnnnnnn</i>
Stop forwarding all calls	*73
Forward calls when busy (if they come in while you are in another call)	*90 <i>nnnnnnnnnn</i>
Stop forwarding calls when busy	*91
Forward calls on no reply (if you do not answer them)	*92 <i>nnnnnnnnnn</i>
Stop forwarding calls on no reply	*93

**Selective Call Forwarding**

Set up selective call forwarding \*63 or \*83

**SimRing**

Activate SimRing service \*361

Deactivate SimRing service \*362

**Find-me-follow-me**

Activate Find-me-follow-me service \*371

Deactivate Find-me-follow-me service \*372

**Call Rejection**

Activate Do Not Disturb service \*78

Deactivate Do Not Disturb service \*79

Set up Selective Call Rejection  
(after entering the access code, follow the voice prompts  
for further instructions) \*60 or \*80

Reject anonymous calls \*77

Accept anonymous calls \*87

**Speed Calling**

Set up 1-digit Speed Calling \*74

Set up 2-digit Speed Calling \*75

**Reminder calls**

Set up a reminder call \*310

Cancel all reminder calls \*311

Cancel one reminder call \*312

Check the reminder calls you have set up \*313

Set up a repeating reminder call	*314
Cancel all repeating reminder calls	*315
Cancel one repeating reminder call	*316
Check the repeating reminder calls you have set up	*317

### **Voicemail**

Retrieve your Voicemail messages	*318
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### **Call Barring**

Bar all calls except emergency calls	*341
Bar international, national and mobile calls	*342
Bar international calls	*343
Bar operator calls	*344
Bar calls to access codes for setting up Call Services	*345
Bar calls to premium rate numbers	*346
Stop barring all calls except emergency calls	*351
Stop barring international, national and mobile calls	*352
Stop barring international calls	*353
Stop barring operator calls	*354
Stop barring calls to access codes for setting up Call Services	*355
Stop barring calls to premium rate numbers	*356

### **Withhold Number**

Withhold my number on the following call	*67
Send my number on the following call	*82

**Automatic Recall**

Last Caller ID (to hear a voice announcement of the last caller's number)	*69
Call Return (to return the call after hearing the Last Caller ID announcement)	1
Cancel all outstanding Call Return attempts	*89
Last Caller ID Erasure (to remove the records of recent calls)	*320

**Automatic Callback**

Automatic Callback (make another call to the last number that you called)	*66
Cancel all outstanding Automatic Callback attempts	*86

**Call Trace**

Call Trace	*57
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**Security Settings**

PIN Change	*319
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