



WTC Voice Mail Manual

Number to Access Voice Mail: _____ (*see attached guide*)

Mailbox ID Number: _____ (Your 10-digit Telephone Number)

Your PIN: _____

Auto Login (Yes or No): _____

Thank you for subscribing to WTC Communications Voice Mail Service.

Your new Voice Mail Service has a recorded greeting that your callers will hear. The following directions explain how to record your personal greeting. Your PIN has initially been set. It is recommended that you change your PIN using the directions below. The following steps take you through this basic setup process.

The first time you access your new mailbox you will be given the choice to hear your announcements in English or Spanish. Follow the voice prompts to make your selection. You can later change your language settings by using the voice prompts at any time.

Step 1: Record Your Personal Greeting(s)

1. Dial the Number to Access Voice Mail.
2. Enter your voice mailbox number.
3. At the prompt, enter your PIN number.
4. At the Main Menu press 9.
5. Press 1 for Greeting Options.
6. Press 2 to Record a Greeting.
7. At the tone, record your greeting. When you are finished press the # key.
8. You have the option to record multiple greetings. To do this:
9. Press 5 to pick a new greeting. Pick the greeting # (2-9) you want to record and then repeat steps 6 & 7. Continue doing this choosing a different greeting # each time.
10. Make sure to press 5 again to pick the greeting you want active when you are done recording them.
11. Press the * key to return to the Mailbox Setup Menu.

You have now personalized your Greetings and PIN. You may change these at any time.

When you lift your phone's receiver and hear a stutter dial tone, you have a voice message. Refer to the following steps to listen to your messages.

Step 2: Change Your PIN

1. Dial the Number to Access Voice Mail.
2. Enter
3. At the Main Menu press 2.
4. Enter your new PIN (1-16 Digits) followed by the # key (choose a number you will remember).
5. Re-enter your PIN followed by the # key.
6. Hang Up.
7. Record your new PIN on top of this page for future reference.

Step 3: Listening to Your Messages from Your Home Phone

1. Dial the Number To Access Voice Mail (Shown Above).
2. If you have Auto Login (Shown Above) and are calling from your home phone, proceed to Step 4.
3. Follow the voice prompts and enter your Mailbox ID Number (Shown Above).
4. Follow the voice prompts and enter your PIN followed by the # key.
5. Proceed to Step 4.

Step 4: You Are at the Main Menu

1. Press 1 to retrieve your messages.
2. Press 1 again to listen to the new message.
3. After you have listened to the message a voice prompt will ask you to:
 - a. Press 1 - To listen to the message again.
 - b. Press 2 - To save the message and listen to next message.
 - c. Press 3 - To delete the message and listen to the next message.
 - d. Press 4 – To save the message as new.
4. Press the * key to return to the Main Menu.

Step 5: Listening to Your Messages Away From Home

There are two ways to access your Voice Mail from any touch tone phone when you are away from home:

1. Dial your home phone number (including area code if calling long distance).
2. When the greeting begins, press the * (star) key.
3. When prompted, enter your PIN followed by the # key.
4. Refer to Step 4.

OR

1. Dial the Number to Access Voice Mail.
2. When prompted, enter your Mailbox ID Number (home phone number with area code).
3. When prompted, enter your PIN followed by the # key.
4. Refer to Step 4

Changing Your Language Settings

1. Dial the Number to Access Voice Mail.
2. Enter your voice mailbox number.
3. At the prompt, enter your PIN number.
4. At the Main Menu press 9.
5. Press 5 for Language Settings.
6. Press 1 to hear your announcements in English or Press 3 to hear your announcements in Spanish.

Receiving Messages via e-Forward (Deluxe VoiceMail Only)

If your voice mail package includes the e-Forward capability, you will receive all your voice mail messages via email. This allows you to access your voice mail messages via your telephone or through your email. You must, however, still delete any email messages using your telephone or via the website www.mywtc.ca.

When you open the e-mail message, you can listen to the message, save it on your hard drive, or delete it. Because the message is simply an sound media file, it's also possible for you to forward the message to anyone via e-mail.

To Make Certain the e-forward Feature is Activated on Your Voice Mail Service:

1. You will receive a voicemail that has been transferred to you automatically as an email.
2. When you open your email program, you will see an email similar to the one shown below.

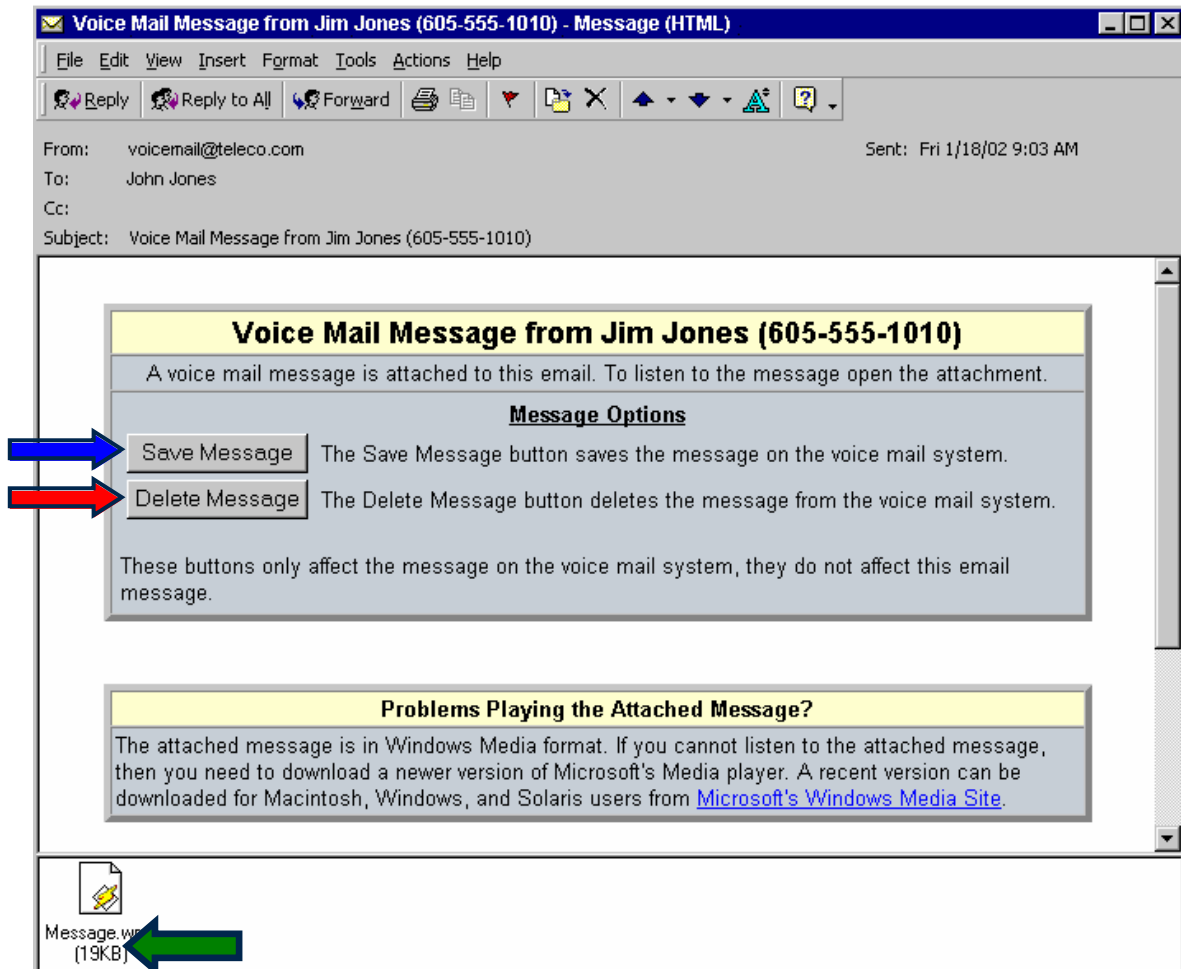


Figure PP - Voice Mail by E-mail

3. Notice that the e-mail shows who the message is from and also the number they called. Similar to caller ID, the e-mail may only show the number, city/ state, out of area or unknown.
4. Click on the icon on the bottom-left of the screen (shown here with a **Green** arrow pointing towards it) to listen to the message.
5. Click the Save Message button (**Blue** arrow) to save the message on your voice mail service. This will NOT affect the e-mail. It will remain in your e-mails until you remove it just like any other e-mail you receive.
6. Click the Delete Message button (**Red** arrow) to delete the message from your voice mail service. This will PERMANENTLY DELETE the message form your voice mail service. This will NOT affect the e-mail. It will remain in your e-mails until you remove it like any other e-mail you receive.

Other Tips for Using Voice Mail

While Listening to Your Voice Mail messages:

1. Press 1 – To return to the beginning of the message.
2. Press 7 – To back up (rewind) 3 seconds.
3. Press 8 – to pause and continue playing the message.
4. Press 9 – To forward the message 3 seconds.

You should now have a general understanding of how to use your new Voice Mail. If you wish to practice, call your own telephone number and leave a message. When you pick up the phone again, you will hear the stutter dial tone indicating you have a message. Follow the steps to listen to your message.

In a short time, using your Voice Mail will be very easy. If you have any questions, please call us at (613) 547-6939 and we will be happy to assist you.

Thank you for subscribing to WTC Communications' Voice Mail Service.

Setting Up Voicemail with Sub-mailboxes

With your Voice Mail Deluxe service, you have 5 voice mail boxes. The following directions will assist you in setting up your main greeting that all callers hear and select the appropriate mailbox and change the PIN. You will also set up the sub mailbox greetings and change the sub mailbox PIN.

Administrator Setup:

Step 1: Record Your Group Greeting (This Must Be Done By the Administrator)

1. Dial the Number to Access Voice Mail.
If calling from your home phone number or an Associated Number and you have Auto-login, Press the * key when the prompt asks you for your Mailbox ID. Otherwise, when the prompt tells you to enter your Mailbox Number, enter your home phone number with area code.
2. When prompted for your Mailbox ID, press the * key. You will be at the Group Greeting Menu.
3. Press 4 to record a Group Greeting.
4. At the tone, record your greeting. When you are finished press the # key.
For example: "Welcome to the Jones family voice mail. To leave a message for Tom, Press 1. To leave a message for Nancy, Press 2. For Bobby press 3." And so on...
5. The prompt will ask you if you want to:
 - a. Press 1 to listen to your greeting (to review how it sounds).
 - b. Press 4 to record your greeting again, followed by the # key.
 - c. Repeat these steps until your greeting is acceptable.
6. **Press 2 to save the greeting.**
7. Press the * key to return to the Mailbox Setup Menu.

Sub Mailbox Setup

Step 2 Accessing Your Sub-mailbox

1. Dial the Number to Access Voice Mail.
If calling from your home phone number or an Associated Number and you have Auto-login, Press the * key when the prompt asks you for your Mailbox ID. Otherwise, when the prompt tells you to enter your Mailbox Number, enter your home phone number with area code.
2. When prompted for your PIN, Follow the prompt and enter your PIN, followed by the # key and go to the next step.

Step 3 Record Your Personal Greeting

1. At the Main Menu press 9.
2. Press 1 for Greeting Options.
3. Press 4 to Record a Greeting.
4. At the tone, record your greeting. When you are finished press the # key.
5. The prompt will then ask you if you want to:
 - a. Press 1 to listen to your greeting (to review how it sounds).
 - b. Press 4 to record your greeting again, followed by the # key.
 - c. Repeat these steps until your greeting is acceptable.
6. Press 2 to save the greeting.
7. Press the * key **Two Times** to return to the Main Menu and go to Step 4

Step 4 Change Your Sub Mailbox PIN

1. At the Main menu, press 9 for Mailbox Set Up
2. Press 2 to change your PIN
3. Enter you new PIN (*1-16 Digits*) followed by the # key (*choose a number you will remember*)
4. Re-Enter your PIN followed by the # key.
5. Hang Up.
6. Record your new PIN for future reference.
7. Note: If you are the administrator, the PIN you have changed will now also be the PIN for accessing the Group Greeting Menu.

You should test the mailbox setup by calling your home phone and listening to the greetings. Follow the greeting to each mailbox to make sure that it directs you to the appropriate sub-mailboxes. If you have any questions about your Voice Mail service from WTC Communications, please feel free to give us a call at (613) 547-6939.

Thank you for subscribing to our Voice Mail Service. We appreciate your business.

Accessing Voice Mail Services Online for End Users

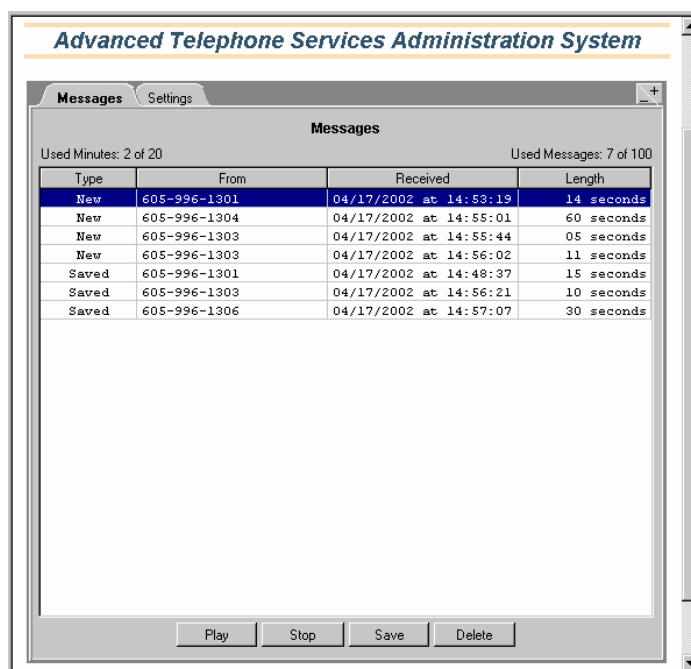
Access Your Personal Voice Mail Settings Online

1. From your web browser, visit www.mywtc.ca
2. Enter your username and PIN.
3. Select the voice mail service.

Messages Window

To Access the Messages Window

1. Click on the Messages tab.
2. A list of existing voice messages from your mailbox will appear (if there are messages).



Advanced Telephone Services Administration System

Messages Settings

Used Minutes: 2 of 20 Used Messages: 7 of 100

Type	From	Received	Length
New	605-996-1301	04/17/2002 at 14:53:19	14 seconds
New	605-996-1304	04/17/2002 at 14:55:01	60 seconds
New	605-996-1303	04/17/2002 at 14:55:44	05 seconds
New	605-996-1303	04/17/2002 at 14:56:02	11 seconds
Saved	605-996-1301	04/17/2002 at 14:48:37	15 seconds
Saved	605-996-1303	04/17/2002 at 14:56:21	10 seconds
Saved	605-996-1306	04/17/2002 at 14:57:07	30 seconds

Play Stop Save Delete

Figure JJ - Online Messages Window View

The following information is displayed for each voice message:

- Type** Displays "New" if the voice message is new, or "Saved" if the message is an old message that has been saved.
- From** The 10-digit number of the phone that recorded the message.
- Received** The date and time the message was recorded.
- Length** The length of the voice message in seconds.

To Access Voice Messages

At the bottom of the Messages section, there are four buttons that may be used to interact with the listed voice messages. To interact with a voice message, select the voice message in the list and click one of the following buttons:

- | | |
|---------------|---|
| Play | Click this button to retrieve the selected voice message and play it over the PC Speaker. |
| Stop | Click this button to stop playing a voice message. |
| Save | Click this button to save the selected voice message. A confirmation dialog will appear. When you click Yes to save the message, the Type will change from “New” to “Saved.” Click No to cancel the save. |
| Delete | Click this button to delete the selected voice message. A confirmation dialog will appear. Click Yes button to delete the voice message, or click No to cancel the deletion. |

Settings Window

To Access the Settings Window

1. Click on the Settings tab.
2. Existing Voice Mail properties that may be modified will be displayed.

The Settings window is divided into three sections, which may or may not be visible, depending on whether or not you have access to the features related to each subsection.

- General Options
- Notification Options
- Distribution Lists

General Options

The General Options section displays the standard voice mailbox properties. An example of the General Options subsection can be seen below (Figure KK).

Accessing Voice Mail Services Online for End Users

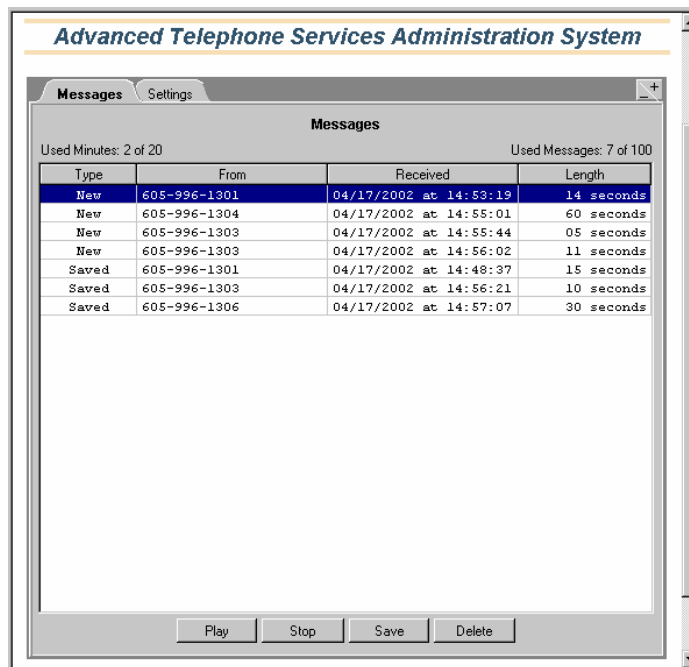
Access Your Personal Voice Mail Settings Online

1. From your web browser, visit www.mywtc.ca
2. Enter your username and PIN.
3. Select the voice mail service.

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Advanced Telephone Services Administration System

Messages Settings

Messages

Used Minutes: 2 of 20 Used Messages: 7 of 100

Type	From	Received	Length
New	605-996-1301	04/17/2002 at 14:53:19	14 seconds
New	605-996-1304	04/17/2002 at 14:55:01	60 seconds
New	605-996-1303	04/17/2002 at 14:55:44	05 seconds
New	605-996-1303	04/17/2002 at 14:56:02	11 seconds
Saved	605-996-1301	04/17/2002 at 14:48:37	15 seconds
Saved	605-996-1303	04/17/2002 at 14:56:21	10 seconds
Saved	605-996-1306	04/17/2002 at 14:57:07	30 seconds

Play Stop Save Delete

Figure JJ - Online Messages Window View

The following information is displayed for each voice message:

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- From** The 10-digit number of the phone that recorded the message.
- Received** The date and time the message was recorded.
- Length** The length of the voice message in seconds.

To Access Voice Messages

At the bottom of the Messages section, there are four buttons that may be used to interact with the listed voice messages. To interact with a voice message, select the voice message in the list and click one of the following buttons:

- Play** Click this button to retrieve the selected voice message and play it over the PC Speaker.
- Stop** Click this button to stop playing a voice message.
- Save** Click this button to save the selected voice message. A confirmation dialog will appear. When you click Yes to save the message, the Type will change from “New” to “Saved.” Click No to cancel the save.
- Delete** Click this button to delete the selected voice message. A confirmation dialog will appear. Click Yes button to delete the voice message, or click No to cancel the deletion.

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The Settings window is divided into three sections, which may or may not be visible, depending on whether or not you have access to the features related to each subsection.

- General Options
- Notification Options
- Distribution Lists

General Options

The General Options section displays the standard voice mailbox properties. An example of the General Options subsection can be seen below (Figure KK).

Only Page On Urgent Calls	Select Yes to send a pager notification for only messages marked as urgent, or No to send pager notifications for all messages.
E-mail Notifications	The E-mail Notification fields will not be displayed if your package does not allow E-mail Notification or if your account is set to only E-mail your messages.
Enable E-mail Notification	Select Yes to send e-mail and leave the Voice Mail message on the system. Select No to not send e-mail.
E-mail Address	E-mail addresses (50 characters maximum, multiple addresses are separated by semi-colons) to send e-mail to for this mailbox.

Distribution Lists

A distribution list is a collection of mailboxes assigned to a 2-digit list ID. Subscribers who have access to this feature may record and send new messages, or transfer existing messages to all mailboxes on a distribution list by entering the associated list ID.

The Distribution Lists window displays the distribution lists for the current subscriber and provides functions for adding, editing, or deleting distribution lists. This section is available to subscribers if they are not assigned a package, or if they are assigned to a package with the Distribution List feature enabled. An example of the Distribution List section is shown in Figure MM.

To Access the Distribution Lists Window

1. Click on the Distribution Lists tab.
2. Existing Voice Mail properties will be displayed.

The Distribution Lists window contains the following functions:

- Add a Distribution List
- Edit a Distribution List
- Delete a Distribution List
- Add a List Member
- Delete a List Member

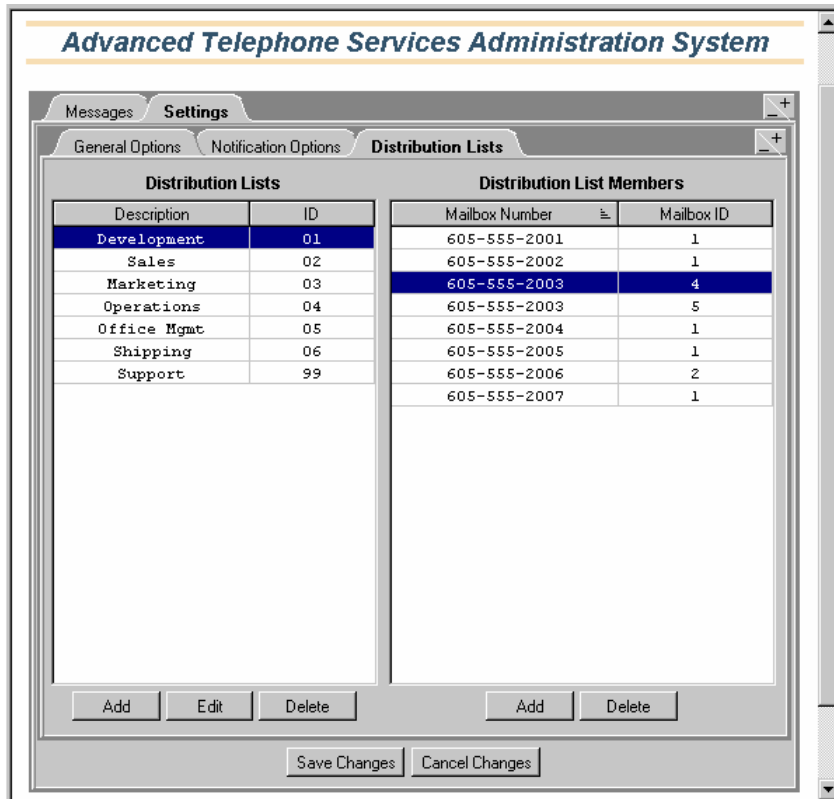


Figure MM - Distribution Lists

Add a Distribution List

1. Click the Add button at the bottom of the Distribution Lists section.
2. An Add Distribution List dialog similar to the one shown in Figure NN will appear.
3. Populate the fields listed below and click Accept to create a new distribution list. Click Cancel to exit without creating a new list.

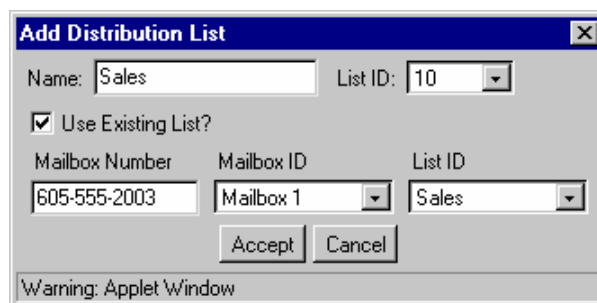


Figure NN - Add Distribution List Dialog

- | | |
|----------------------------------|---|
| Name | Enter a short description (15 characters maximum) for this distribution list. |
| List ID (of the new list) | Select a List ID from 00 to 99 for this distribution list. |
| Use Existing List? | Check this box to use a distribution list already defined in another mailbox. |

Mailbox Number	Enter the 10-digit number of the subscriber that has the distribution list that is to be used by this mailbox. This field is not available if the Use Existing List checkbox is not checked.
Mailbox ID	Select the Mailbox ID of the mailbox with the existing distribution list. This field is not available if the Use Existing List checkbox is not checked, or if the subscriber number entered in the Mailbox Number and Mailbox ID fields does not exist.
List ID (from existing list)	Select the ID of an existing distribution list. This field is not available if the Use Existing List checkbox is not checked, or if correct values have not been entered into the Mailbox Number and Mailbox ID fields.

To Edit a Distribution List

1. Select the list to edit in the Distribution Lists section of the window and click Edit.
2. An Add Distribution List dialog similar to the one in Figure NN will be displayed.
3. All fields in the dialog will display their current values, and the List ID field for the current list will be disabled.
4. All fields other than the List ID for the current list will function as described in the Add Distribution Lists section.
5. Click OK to save the modified distribution list, or click Cancel to discard any changes made to the list

To Delete a Distribution List

1. In the Distribution Lists section of the Distribution List Information window select the list to delete and click Delete.
2. A confirmation dialog will appear.
3. Click Yes in the confirmation dialog to complete the deletion, or click No to cancel the deletion.

To Add a New List Member

1. Select the Distribution List to which you wish to add members.
2. Click the Add button beneath the Distribution List Members list. The Add List Member dialog (as shown in Figure OO) will appear.
3. Enter the mailbox number (phone number) of the member you want to add.
4. Select the mailbox ID of the new member.
5. Click OK to save change, or click Cancel to discard changes.

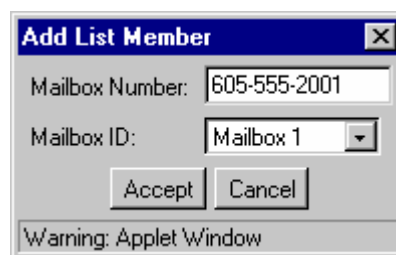
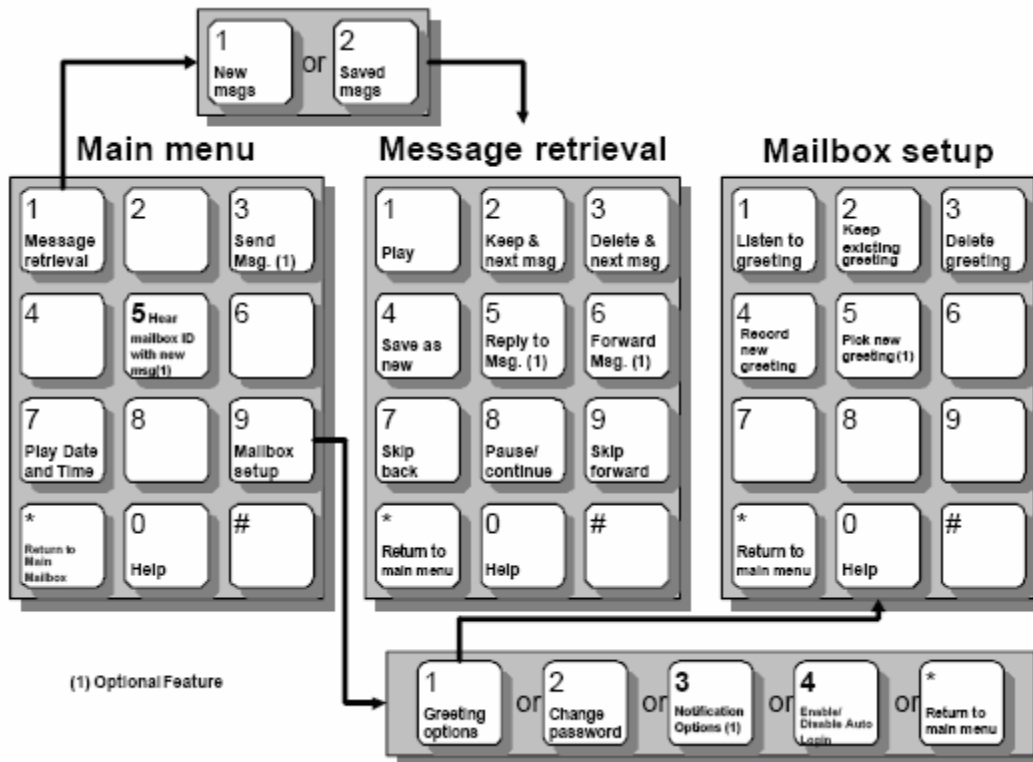


Figure OO - Add List Member

To Delete a List Member

1. In the Distribution Lists section of the Distribution List Information window select the list to delete and click Delete.
2. A confirmation dialog will appear.
3. Click Yes to complete the deletion, or click No to cancel the deletion.



Accessing Your Mailbox

1. Dial either: **613-273-6000 (Westport)**
613-507-6000 (Kingston)
613-653-6000 (Inverary)
- Then Either:
- **Press #** if calling from the phone your voice mail is assigned to, **OR**
 - If using Auto Login and accessing from your home phone no entry is required, **OR**
 - Enter your telephone number, if calling from a remote phone.
2. If requested, **Enter your password, followed by the # key.** Your password will be a default of four zeros (0000) until you change it.
 3. Main Menu: **Press 1** to retrieve messages, **Press 3** to send, **Press 7** for current date and time, or **Press 9** for mailbox setup.

Accessing Your Sub-Mailbox

1. Follow step 1 from above.
- 2a. If you are the Group Administrator and wish to record a group greeting, **Press *** to access the Group Greeting Menu. A voice prompt will guide you through those steps. **OR**
- 2b. **Enter your sub-mailbox number.**
3. If requested, **Enter your password, followed by the # key.** Your password will be a default of four zeros (0000) until you change it.
4. Main menu: **Press 1** to retrieve messages, **Press 5** to hear which sub-mailboxes have new messages, or **Press 9** for mailbox setup.

To Set-Up Mailbox

5 OPTIONS IN MAILBOX SET-UP MENU:

- a. **Press 1** – Greeting options. (You can disregard this step if you choose to use the default greeting)
- b. **Press 2** – Change password.
- c. **Press 3** – Notification Options. (1)
- d. **Press 4** – Disable/Enable Auto-Login.
- e. **Press *** – Return to main menu.

TO CHANGE OR RECORD YOUR GREETING:

1. **Press 1** – Greeting options.
2. **Press 2** – Re-Record your greeting.
3. **Press #** – End recording function.
4. **Press 1** – Listen to greeting.

TO CREATE MULTIPLE GREETINGS:

5. **Press 5** – Pick a new greeting. Then choose a new greeting # (2-9).
6. **Press 2** – Record greeting
7. **Press #** – End recording function. Repeat steps 5 & 6, choosing a different greeting # each time.
8. **Press 5** – Pick a new greeting. Then choose the greeting you wish to become active.
9. **Press*** – Return to main menu.

To Retrieve Messages

3 OPTIONS IN MESSAGE RETRIEVAL MENU:

- a. **Press 1** – New messages.
- b. **Press 2** – Saved messages.
- c. **Press *** – Return to main menu.

LISTEN TO MESSAGE:

1. **Press 1** – Play or re-play message.
2. **Press 2** – Save message and go to next.
3. **Press 3** – Delete message and go to next.

Undelete Message:

- Don't hang up. Follow the voice prompts to listen to the messages. Once you have played the message you deleted,
4. **Press 4** – Save message as new.
 5. **Press 5** - Reply to a message. (1)
 6. **Press 6** – Forward message. (1)
 7. **Press 7** – Skip back three seconds.
 8. **Press 8** – Pause or continue message.
 9. **Press 9** – Skip forward three seconds.
 10. **Press *** – Return to main menu.

(1) Optional Feature

TO CHANGE YOUR PASSWORD:

1. **Press 2** – Change your password.
2. **Enter new password, followed by the # key.** The password is any series of up to 16 digits you choose. You will be unable to access your mailbox without this password, so be sure to choose one you remember.
3. To verify, **Enter your password, followed by the # key.**