

Initializing and customizing WTC VoiceMail

Before using WTC VoiceMail, follow these steps to personalize your new voice mailbox.

From your phone line, dial *98 Your temporary password is 76939.

“Use our self-serve portal to make changes to your VoiceMail greetings, call forwarding and more. Simply click on the “My Phone” button at the top of the MyWTC page.

”

1. Change your PIN

For security, your new PIN must:

- Be a minimum of five to a maximum 20 digits.
- Have no more than two repeating digits (ie. 22336 is OK, but 22236 is not allowed).
- Have no sequential digits, such as 12345, or 34567.
- Not contain portions of the phone number. If your phone number is 613-273-0007, you would not be able to use “613273” or “30007” as a PIN.

Enter your new PIN, then press #

2. Record your name

Your recording must be less than ten seconds long.

Record your name and press #

- If you want to re-record it, press 1
- If you want to keep it, press #

3. Choose a greeting

Once you have recorded your name, you are prompted to select a greeting.

- To record your personal greeting, press 1
Follow the prompts. When finished press #
- To use a system-generated greeting that announces your recorded name, press 2
- To use a system-generated greeting that reads out your phone number, press 3
- To use a system-generated greeting that neither announces your name nor reads out your phone number, press 4

Once you have chosen an option, your selected greeting will be played back. To change what has been recorded, press 1 To save and use as your greeting, press #

Your new voice mailbox is now ready!

Setting up your VoiceMail to Email

One of the handiest calling features you'll ever use, VoiceMail Deluxe instantly sends your VoiceMail messages as a Wave file to any email address you choose.



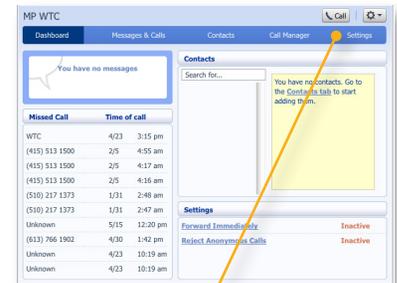
1. Click on MyWTC at the top of any page



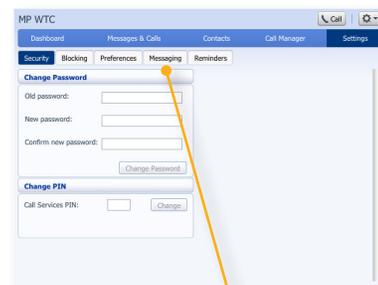
2. At the top of the page, click on MyPhone



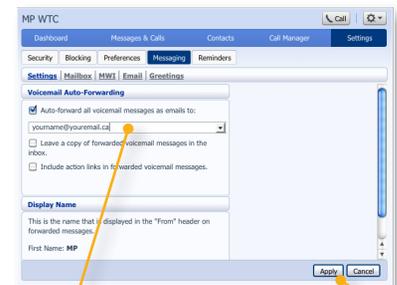
3. Enter your phone # and VoiceMail password



4. Click on Settings



5. Click on the “Messaging” tab



6. Enter your email address, click Apply

WTC VoiceMail Basics

Check for Messages: * 9 8

Follow the voice prompts and enter your PIN followed by #

Repeat the message press 1

Save the message, and listen to the next message, press 2

Delete the message and listen to the next message, press 3

Save as new, press 4

(Save as new returns the message to its "unheard" state. When you save as new, the message will again appear as a "new" message, rather than one you've already listened to.)

Return to the **Main Menu**, press *

How do I check for messages when I'm not at home?

Call your home phone number. (Keep in mind that long distance charges may apply depending on your location.)

At any time during your greeting message, press *

When prompted, enter your PIN followed by #

OR

Dial one of the following access numbers:

Local to Kingston: 613-507-0800

Local to Westport: 613-273-0800

Local to Perth: 613-201-0800

When prompted to enter your "Mailbox ID Number," key in your phone number including area code. Enter your PIN followed by #



You must change the temporary PIN before using your new WTC VoiceMail. Your temporary PIN is set to 76939

WTC Calling Features

Call Display

Shows the caller's name on your Call Display-compatible phone. Enabled automatically by WTC when subscribed. Can be disabled by user.

To disable
* 8 5

To re-enable
* 6 5

Call Waiting

Notifies of a second call by a special beep. Switch between calls by pressing Link or Flash on your phone. Enabled when subscribed.

Disable this call
* 7 0

To re-enable
* 6 5

Visual Call Waiting

Beeps and shows second caller's name. Must also subscribe to Call Display and Call Waiting. Enabled automatically when subscribed.

To disable
* 7 0

To re-enable
* 6 5

VoiceMail

Takes a message when you are on the line. Enabled automatically by WTC when subscribed. To check from line subscribed dial *98

Check Messages
* 9 8

VoiceMail Deluxe

Instantly sends audio file of message to the email address of your choice. See page 3 for setup, or call WTC Technical Support for assistance.

VoiceMail is delivered to your email inbox

Call Screen

Block up to 32 numbers of your choice. Callers receive a system-generated message indicating you are not taking calls at this time. Customer to configure.

To configure
* 6 0

To disable
* 8 0

Call Return

Redials last dialled number if busy, and keeps trying until line is free. Enabled when subscribed, customer to use on a per-call basis.

Call last number
* 6 6

To disable
* 8 6

Call Forwarding

Send incoming calls to any other number. Note that calls forwarded to a long distance number are subject to long distance charges.

To enable
* 7 2

To disable
* 7 3

Long Distance Lock

Prevents anyone from calling long-distance on your phone line. Enabled automatically by WTC when subscribed.

To disable
* 3 5 1

To re-enable
* 3 4 1

Speed Call

Assign a two-digit dialing code for up to 30 of your most frequently called numbers. Not automatically enabled: User must configure.

To configure
* 7 5

To disable
* 8 0

Anonymous Reject

Rejects calls from "Anonymous" callers, who will hear a message that you are not accepting calls. Enabled automatically when subscribed.

To disable
* 8 7

To re-enable
* 7 7

Call Display Block

Prevent your name and phone number from displaying on all outgoing calls. Automatically enabled by WTC when subscribed.

To disable
* 8 2

To re-enable
* 8 5

Ident-a-Call

Additional phone number with its own distinctive ring, on your regular line. Often used for Teen Line or fax line.

Automatically enabled if subscribed

3-Way Calling

Talk with two different parties at the same time in two different locations. While on 1st call, press "Flash" on your phone, dial second number and press "Flash" to activate.

Automatically enabled if subscribed

Included for free on all WTC phone numbers:

Last Call Return: * 6 9 Block my name/number on this call: * 6 7

