Voicemail

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

From your phone line, dial [*] [9] [8]

1. Change your PIN
For security, your new PIN must:
> Be a minimum of six to a maximum 20 digits.
> Have no sequential digits, such as 123456, or 345678.
> Not contain portions of your phone number.
> Password cannot contain repeated numbers, such as 44.

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've recorded your name, you will be prompted to select a greeting.

To record your personal greeting, press [1]
When finished press [#]
To use a system-generated greeting that:
> announces your recorded name, press [2]
> reads out your phone number, press [3]
> neither announces your name nor your phone number, press [4]

Once you have chosen an option, your 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!

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.
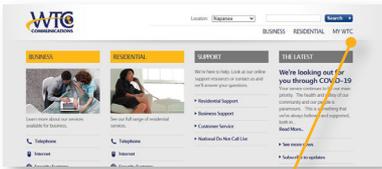
1. Click on MyWTC at the top of any page.

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

3. Enter your phone # and VoiceMail password.
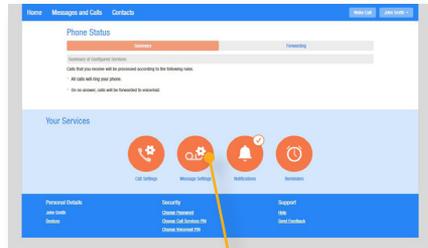
4. Click on 'Message Settings'.
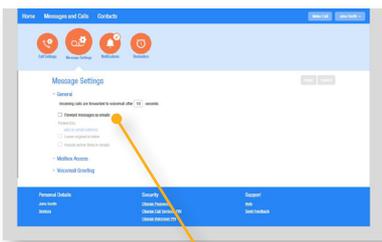
5. Click on 'Forward messages as emails'.
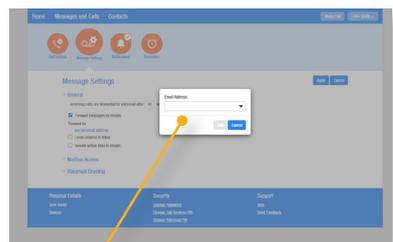
6. Enter your email address, click Add.

The Basics

Initialize your mailbox: `*` `9` `8`
Call *98 from your home or business phone line.
Follow the voice prompts to create a secure PIN.

Your PIN cannot be a pattern such as 123456 or your phone number.

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.
The message will appear as a "new".)*

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

How to check messages when away from 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 `#`

Included for free on all WTC phone numbers:
Last Call Return: `*` `6` `9`   **Block my name/number on this call:** `*` `6` `7`

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`

To re-enable
`*` `8` `5`

☐ 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 dialed 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