

WELCOME



wtccommunications.ca ■ 1-866-547-6939

Voicemail

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

From your phone line, dial *98

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.

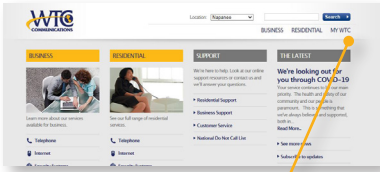
To change what has been recorded, press 1

To save and use as your greeting, press #

Your new voice mailbox is now ready!

VoiceMail to Email

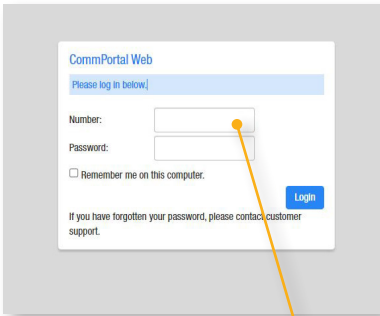
One of the handiest calling features you'll ever use, VoiceMail Deluxe instantly sends your VoiceMail messages as a Wave file to any email address you choose.



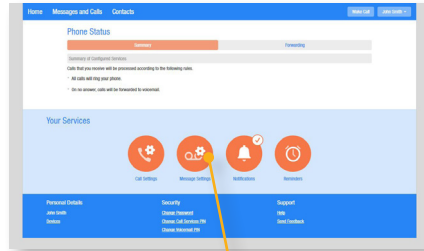
1. Click on MyWTC at the top of any page.



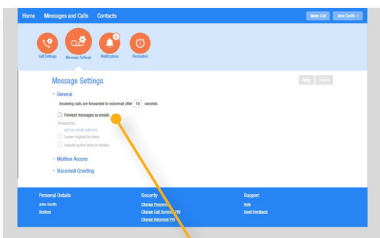
2. At the top of the page, click on MyPhone.



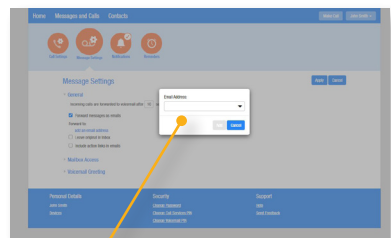
3. Enter your phone # and VoiceMail password.



4. Click on 'Message Settings'.



5. Click on 'Forward messages as emails'.



6. Enter your email address, click Add.

The Basics

Initialize your mailbox: *98

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: *98

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: *69

Block my name/number on this call: *67

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

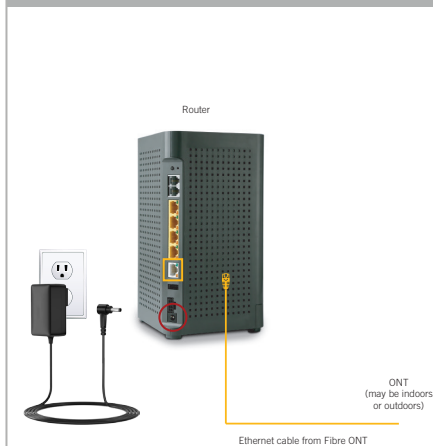
☐ 3-Way Calling

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

Equipment Set-Up

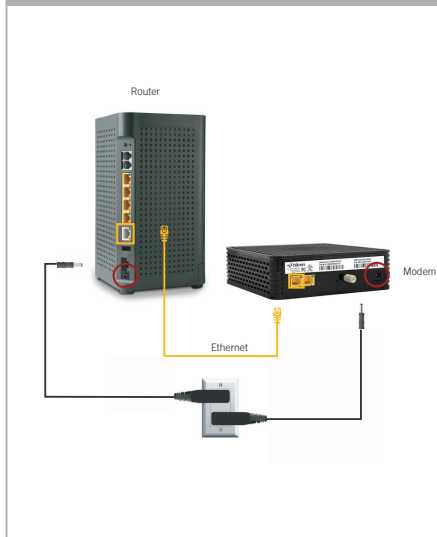
Fibre with GigaSpire



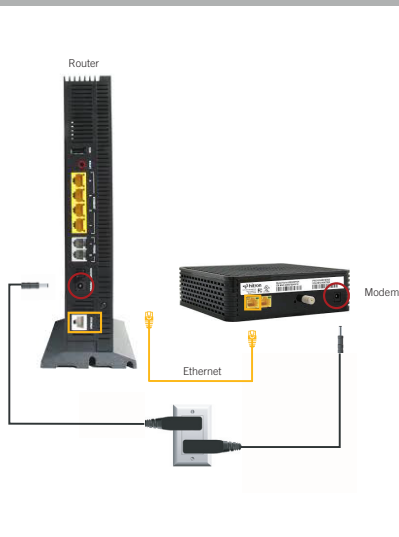
Fibre with GigaCentre



Cable with GigaSpire



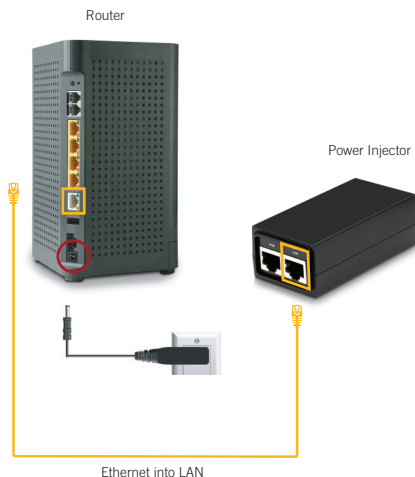
Cable with GigaCentre



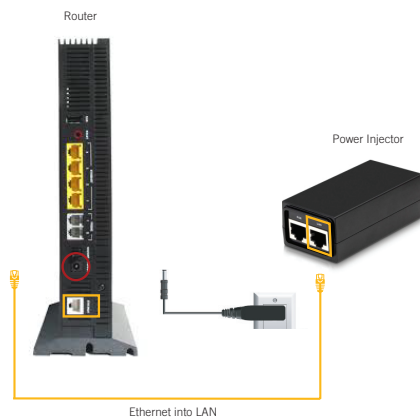
Use the diagrams to find your Equipment Set-Up

Equipment Set-Up

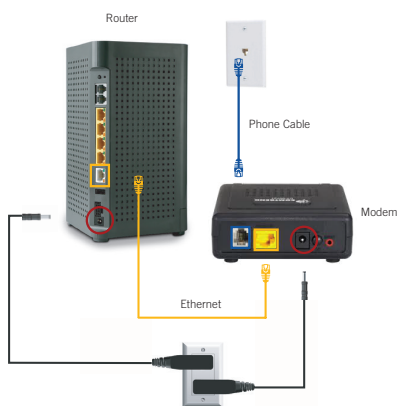
RHS with GigaSpire



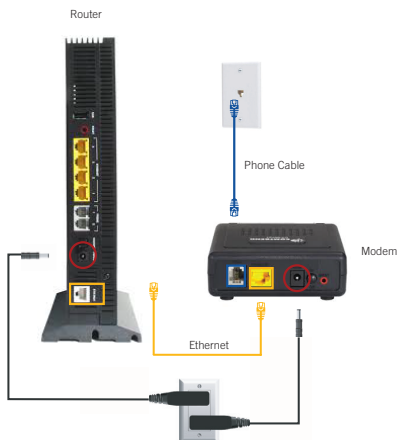
RHS with GigaCentre



DSL with GigaSpire



DSL with GigaCentre



Need Assistance? Reach out to our friendly Technical Support team, we're happy to help!

WTC Technical Support
Phone: 613-507-9000
Toll-Free: 1-844-507-9000

"My WTC"

Your "My WTC" section has exclusive features available only to WTC customers.

You can:

- create and remove personal email addresses
- activate your own personal web space
- enable and disable junk mail and virus filtering
- check the time or data usage of your Internet accounts.
- check your email from any Internet connection
—no matter where in the world you are!

Access by clicking here on any page

Contact WTC
Technical
Support

Control your
calling features
online

The most popular
websites
all in one handy
place

Important
news for our
customers

Check your
monthly
data usage

Log in to
your alarm
system
portal

Check your
email from
any Internet
connection

Spam and
virus filters

Add email
addresses,
change
passwords and
more

View your
current and
past eBills



To see all that My WTC can offer, go to www.wtccommunications.ca and click the "My WTC" link at the top right-hand corner of any page.

Web Mail

WTC WebMail

WebMail allows you to access your email from anywhere you are connected to the Internet. Simply go to www.wtccommunications.ca, click on "My WTC" in the top right corner of any page, then click on My WebMail from the list in the right-hand column. Sign in using your full email address and password.

Remember: WebMail imports only new messages from the email server. If you have already viewed your messages with an email program installed on your computer these will **not** be shown in WebMail, as they have been downloaded by your other email program.

In order to collect new messages with WebMail, you'll need to ensure that the mail program on your home computer is not running during the time you intend to use WTC WebMail.

Mail Tools

Your WTC MailTools will filter suspicious emails from your inbox and direct them to a safe portal for viewing.

When you log in to MailTools, you'll be seeing the filtered email in a safe environment. Then, you can choose to delete the email messages or move them to your inbox.

WTC MailTools is provided free for one email address and can be added for \$1.50 per month to any other WTC email account.

View and pay your WTC bill online with SmartHub

Once you've signed up to receive your WTC invoices electronically (eBill), you'll be enrolled in WTC SmartHub, where you can view invoices, make payments, report service issues and much more.

Each month we'll send a notification that your eBill is ready. Click the link in the email and enter your email address and password. Easy!

The first time you log in to SmartHub your password will be **Password3** and you'll be prompted to change it before proceeding.

Forgot your SmartHub password?

Call WTC Customer Service at:

1-866-547-6939 and we'll reset it for you.



Use WTC SmartHub on a computer at <https://wtccommunications.smarthub.coop> or download the SmartHub app for iOS or Android devices.

“ Use WTC WebMail to check your email from anywhere in the world you have an Internet connection. ”

Client Care

Log in to Client Care using the WTC user name and password you were originally assigned, such as “w69xr3.” (Client Care log-in fields are case-sensitive, so remember to enter capital letters or lower case letters precisely.) Once you’re logged in, this is what you’ll see:



My Data Usage

A visual indicator of how much of your data quota you've used so far. Extra data above your quota is automatically charged at \$2.00/GB to a maximum of \$80/month.

WTC will send you email notices when you've reached 75% and 100% of your monthly quota.

Simply click on “Notification Email Address” to add or change the email address we have on file.

Your data quota resets on the first of the month.

? *How much data do you need? The general rule of thumb is that a standard definition movie uses about 1GB of data per hour. Many of our plans can be upgraded to Unlimited Data.*

Contact WTC Customer Service for details at: 1-866-547-6939

Email Accounts

Under "My Account Options," click on "My Email Accounts" to see the details of the email accounts you are using.

Your existing email accounts are listed. Use the links beside each account to:

Delete: Allows you to delete an email address. Note that any email you still have waiting on our mail server will also be deleted. After deleting, remember to remove it from your mail program as well.

Change Pass: You may change the password for your email account here. You will be asked for the old password, and to confirm a new one. Passwords cannot be longer than eight characters. For security, do not use consecutive numbers, your phone number or any other password which could be guessed easily.

Enable/Disable MailTools Spam & Virus Protection: Enabling this turns on the spam and virus filtering service on your email account. WTC MailTools is free for your primary email address, and can be added to another email for \$1.50/mo.

Creating a new email address:

If your account plan allows for additional email addresses, click the link that reads "[Click here to add another email address.](#)"

You will be prompted for the address name (maximum of 64 characters) and password (between five and eight characters.) When this is entered, click on Add Account. You will be notified if the email address is not available.



Thank you for choosing WTC

Since 1932, WTC has been serving the communication needs of businesses and homes throughout Eastern Ontario. Today we are an industry leader in residential and commercial communication solutions. If you have any questions about the services we can offer, please contact us.

Home and Business phone and Internet services in Kingston, Napanee, Gananoque, Inverary, Westport, Newboro, Perth and other areas.

Security Alarm Systems and Monitoring for home and commercial locations
Business communication solutions throughout Eastern Ontario

Residential Technical Support

Kingston area: 613-507-9000

All other areas: 1-844-507-9000

Mon–Fri: 8am to 10pm; Weekends: 9am to 6pm; Holidays: 9am to 5pm

Email: support@wtccommunications.ca

Business Technical Support

Kingston area: 613-507-9222

All other areas: 1-844-507-9222

Mon–Fri: 8am to 10pm; Weekends: 9am to 6pm; Holidays: 9am to 5pm

Email: bss@wtccommunications.ca

Customer Service & Billing

Kingston Office

900 Portsmouth Ave, K7M 1W9

Mon–Fri: 8am to 5pm

Closed weekends & holidays

Phone: 613-547-6939 Fax: 613-547-5436

Westport Office

28 Main Street, K0G 1X0

Mon–Fri: 8am to 5pm

Closed weekends & holidays

Phone: 613-273-2121 Fax: 613-273-7878

Perth Office

64 North Street, K7H 2T2

Mon–Fri: 8am to 1pm & 2pm to 5pm

Closed 1-2pm, and weekends & holidays

Phone: 613-201-1111 Fax: 613-201-1112



Toll-Free: 1-866-547-6939

Email: info@wtccommunications.ca

Website: www.wtccommunications.ca

