Wightman

HOME PHONE

QUICK REFERENCE GUIDE

USE THE KEY FEATURES OF YOUR HOME PHONE WITH EASE.

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FREE PHONE

FEATURES

Welcome

Welcome to your new phone service. This guide will help you get started and make the most of your service. If you have any questions, or would like to add/remove any of these features, our team is happy to help. Just give us a call at ***1-888-477-2177.***

- These 10 calling features in this section are included FREE with phone service.
- Most of these features are available as soon as your phone is activated.

1.Call Display

Call Display lets you see the name and number of the incoming caller before you answer the phone. To use this feature you must have a Call Display compatible telephone with a display screen. Because this service is always on, you never need to activate it.

NOTE: If an incoming call displays "unknown name" or "unknown number," the caller's provider may not support call display, they may be calling from a mobile phone, or they may be blocking their call display information.

2.Call Transfer

Call Transfer lets you send an active call from your landline to another phone number without hanging up.

1. While on an existing call, press the **FLASH** or **LINK** button on your phone.
2. Dial the second telephone number.
3. You can hang up either before or after the second number answers.
   The call will be transferred to their number.

FREE PHONE

FEATURES

3.Call Waiting

Call Waiting notifies you that a second call is on the line and lets you switch between the calls. This service is always enabled if your phone is compatible, but you can disable it on a per-call basis.

To Accept a Call Waiting call:
When you hear a Call Waiting tone, press **FLASH** or **LINK** on your telephone. You are now connected to the second caller.

1. By pressing **FLASH** or **LINK** again, you can alternate between both callers.
2. If you hang up while a call is still “on hold”, your telephone will instantly ring, allowing you to reconnect the “on hold” call.

Deactivate Call Waiting

If you are about to make an important call or are sending a fax, and do not want the Call Waiting beeps to interfere with your conversation or data, you may deactivate the Call Waiting feature for the duration of that telephone call. Call Waiting may be deactivated either before a call is initiated or while a call is in progress. When Call Waiting is deactivated, incoming calls will receive a normal busy signal.

To Deactivate Call Waiting before making a call:

- Dial ***70.**
- Listen for three beeps, followed by dial tone.
- Dial the number normally.
- Call Waiting is automatically reactivated at the end of the call.

4.Call Display Blocking

Call Display Blocking lets you block your name and telephone number from appearing on the Call Display screen of the person you are calling.

To Use Call Display Blocking, dial *67 before making a call.

NOTE: This will block the display of your information for the duration a single call only.

5.Call Forwarding

Call Forwarding allows you to forward all of your incoming calls to an alternate number, without ringing the subscriber phone first.

To Activate:

- Pick up your phone and dial ***72**
- Dial the number you are forwarding to. If you are forwarding to your cell phone, answer the call, then hang up the phone so Call Forwarding will be activated. A call answered by voice mail will also activate this feature.

If the forwarded call is unanswered, you must hang up and follow the next steps to activate Call Forwarding.

- Dial ***72** again and dial the number you are forwarding to.

Call Forwarding is now activated

To Deactivate:

Pick up your phone and dial ***73**

6.Visual Call Waiting

Visual Call Waiting displays the calling name and telephone number of another incoming call as part of the notification that a second call is on the line.

NOTE: There are no access codes for enabling, disabling or checking the Visual Call Waiting service.

7.Home Intercom

Home Intercom lets you either call other extensions in your home or transfer an incoming call between extensions. For example, this service might be used to contact an extension in another building some distance away from the home.

Call Another Extension

- Pick up an extension and dial your own phone number
- Hang up when you hear the busy tone
- All extensions will ring
- Wait for another extension to answer
- Pick up your extension to connect

Transfer an Incoming Call

- While on the call, press **FLASH** or **LINK,** then hang up
- All extensions will ring
- When another extension answers, the call is transferred
- If no one answers, ringing stops after a timeout

8.Ident-a-Call

Ident-a-Call lets you have up to three extra phone numbers on one physical phone line. Each number has a unique ring tone, while all outgoing calls use the main number.
This feature is useful for:

- Households sharing one line (different ring tones for different people)
- Priority or hotline calls
- Separating work and personal calls on one line
- Fax machines

How Do I Use It?

To activate this feature and receive additional phone numbers, please call Customer Care at **1-888-477-2177.**

9.Speed Calling

Speed Calling allows one- or two-digit codes to be used as shortcuts for selected telephone numbers. You can quickly enter the code which is associated to the telephone number in your speed dial list.

To Set Up Speed Calling:

- Pick up your phone, dial ***74** if setting up a one-digit code.
- Dial ***75** if setting up a two-digit code.
- A broken dial tone is played.
- Enter any number between 2-9 for one-digit codes and 20-49 for two-digit codes.
- Dial the full phone number you wish to associate that code with (for long distance entries, remember to include the 1 and area code).

9.Speed Calling (Cont'd)

- A confirmation tone is played, three beeps, followed by a fast busy tone.
- To use Speed Calling, press the one- or two-digit number, then the # key.

10.Three-way Calling

Three-Way Calling allows you to call another party when you have initiated the call and add the party, thus creating a three-way conversation.

To Make a Three-Way Call:

- While on an existing call, press **FLASH** or **LINK** on your telephone.
- Dial the third party's number.
- If the third party answers, you can talk privately with this person before you make the call three-way.
- Press FLASH or LINK on your telephone.
- The Three-Way Call is now connected.
- If the third party does not answer or their line is busy, press **FLASH** or **LINK** twice to rejoin the original call.

If you hang up you will receive a ring back reminding you that the original call is still on hold, and can rejoin the call by picking up the phone.

VOICEMAIL & MESSAGE **FEATURES**

The calling features in this section are each available on a per-month basis at an additional cost. The directions for use below apply only after you have added the feature to your service. If you wish to add or remove any calling features from your service, simply call us at ***1-888-477-2177*** *and we'll be glad to help you.*

Call Answer- $4.95/mo

Call Answer records messages when you're unavailable. Access messages from home, elsewhere, or online via Wightman internet. A stutter dial tone and flashing indicator (if equipped) signal waiting messages. You can still make and receive calls. Messages are kept for 30 days.

To set up for the first time:

- Dial ***98 from your home phone.**
- Enter your temporary PIN, which is your 8 digit account number _____, followed by **#.**
- Enter a new PIN, any combination of 4 to 20 digits, not beginning with **0**, followed by **#**.
- Record your name and telephone number by following the prompts.
- Record a greeting or use the system's greeting by following the
- prompts.
- Press ***** to exit.

To access from home:

- Dial ***98.**
- Enter your PIN followed by **#.**
- Follow the prompts to check your messages.
- Press ***** to exit.

VOICEMAIL & MESSAGE
FEATURES

To access by phone from another location:

- Dial your home number. Your voicemail greeting will play.
- During your greeting, press *, your PIN, then #.

To access via Wightman.ca:

- Go to Wightman.ca and click on “My Account”.
- Click “Voicemail”.
- Enter your 10-digit phone number and your “My Account” password (see NOTE).
- Click “Login”.
- Click Item and Open Message to hear your message.

NOTE: You must be on a Wightman internet connection to access voicemails via our website.

To change your greetings or your PIN:

- Dial ***98** followed by your PIN, then **#.**
- To work with your greetings press 3 and follow the prompts.
- To change your PIN, press 4, then 3, then 1 and follow the prompts.

*NOTE: If this is your first time using the “My Account” feature, enter the temporary password, which is your 8 digit account number (if you do not know your account number, please call us at **1-888-477-2177**). We highly recommend you change this password after logging in. To change your password click on the “Settings” tab, then “Security.”*

VOICEMAIL & MESSAGE **FEATURES**

Voicemail to Email

Free with Wightman Call Answer. This service automatically sends your Call Answer and fax messages to your email inbox. Voicemail messages are sent as audio attachments. (An additional number is required to receive faxes.)

To Set Up Voicemail to Email:

- Go to Wightman.ca and click on "**My Account**", then "**Voicemail.**"
- Enter your 10-digit phone number and your "My Account" password. If this is your first time using "My Account", enter your PIN.
- Click the "Settings" tab, then the "Messages" tab, then "General".
- Click "add an email address" and enter your email address.
- To activate this feature, select the check box to the right of "Forward messages and faxes as emails."
- Select "Apply" to save your changes.

Note: The first time set up needs to be done on a Wightman internet connection.

To Access Voicemail to Email:

- Simply check your email for messages from "*non-mail user@email.wightman.ca*" with "*Fwd: Voice message from Wightman Telecom*" in the subject line.

VOICEMAIL & MESSAGE **FEATURES**

Greetings

The first time you enter your mailbox you are asked to record a greeting. This greeting is called the "***Personal Greeting***." You may choose to use this greeting, or you may use a computerized "***System-Generated Greeting.***"

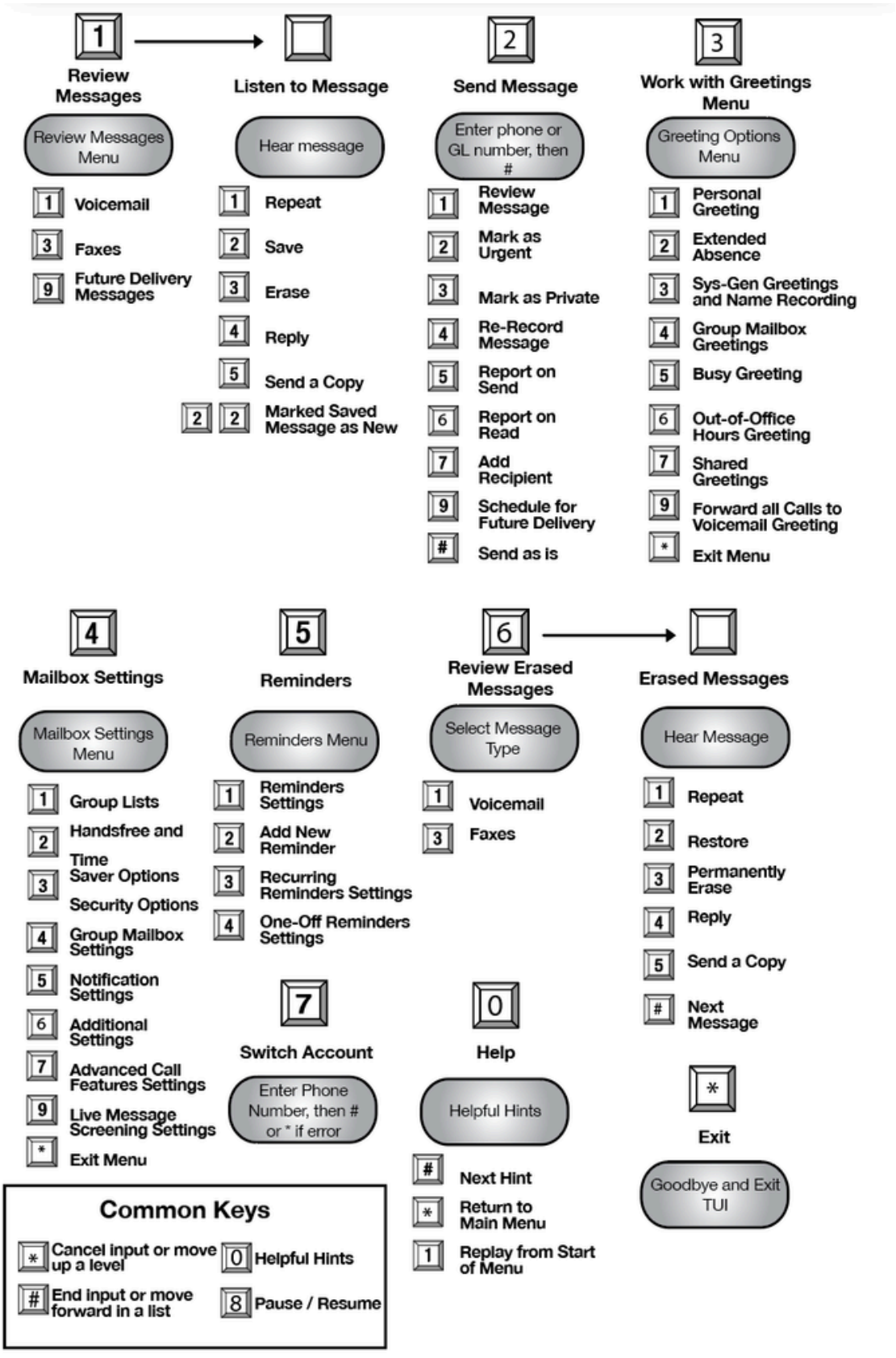
In addition to these two normal greetings, you can also choose to set one of three other greetings:

- You can set an "**Extended Absence Greeting**" to play when you are out of your home/office for a long period of time.
  - The extended absence greeting can also be set to "**Announcement-Only,**" which means that callers will not be able to leave a message for you.
- You can set an "**Out-of-Hours Greeting**" to play during the times when you are out of your home/office.
- You can set a "**Busy Greeting**" to play when a call goes to voicemail while you are on the phone.

Working with your greetings for all calls
To work with your greetings for all calls, including the "Personal Greeting," "System-Generated Greeting," and "Extended Absence Greeting," press 3 from the Main menu to enter the Greetings menu. Follow the prompts.

Depending on which type of greeting you are currently using, you will hear a different set of options.

CALL ANSWER
MAP



ADDITIONAL CALLING
FEATURES

Wightman ONE- $4.95/mo

Wightman ONE makes it easy to be contacted at any location. Calls can be programmed to ring at several numbers (such as your mobile, home phone, or office extension), or to ring simultaneously at every location. You can program calls to ring at 10 locations and you have the flexibility of setting and removing the programming yourself.

To Set Up Wightman ONE:

- Go to Wightman.ca and click **“My Account”**.
- Click **“Voicemail”.**
- Enter your 10-digit phone number and your **“My Account”** password.
- Click **“Login”.**
- Click **“Receiving Calls”** and follow the on-screen directions to complete setup.
- To Enable Wightman ONE from your phone, dial ***333.**
- To Disable Wightman ONE from your phone, dial ***334.**

Additional Calling Features

You can choose to add any of the following features individually for just $1.95 per month each, or get them all together for only $4.95 per month.

Look for the red asterisk (*) to see which features are included in the full package.

Note: You must keep any added additional features for minimum 30 days before removing.

ADDITIONAL CALLING **FEATURES**

* Account Codes- $1.95/mo

Account Codes lets you assign outgoing calls with a numerical code so that your phone bill will list long distance calls by that code. This is a very helpful feature for families wanting to track calls by family member or businesses wanting to differentiate calls between customers.

To make an outgoing call using Account Codes:

- Using Account Codes for Outgoing Calls
- Dial the number
- When prompted by the dial tone, enter the account code
- The call will connect if the code is correct
- Missing or incorrect codes will prevent the call from connecting
- Too many incorrect attempts will lock the account
- Locked accounts must be unlocked by Wightman
- Call 1-888-477-2177 for assistance

* Automatic Recall- $1.95/mo

Automatic Recall will tell you the number of the most recent incoming call and can optionally dial that number for you.

To Use:

- To hear the last caller's number, pick up your phone and dial ***69**.
- To return the call, **press 1**.
- To cancel all outstanding Automatic Recall attempts, dial ***89.**

ADDITIONAL CALLING **FEATURES**

* Call Forwarding-Busy- $1.95/mo

Busy Call Forwarding lets you forward incoming calls to an alternate number when your line is busy. This feature can be set-up as either Fixed or Variable. If Fixed, all calls will be forwarded to a pre-determined telephone number, arranged with Wightman when you add the feature. If Variable, you can specify the forwarding number each time the service is enabled.

To Activate - Fixed Busy Call Forwarding:

- Pick up your phone and dial *90.
- Wait for a confirmation tone.

To Activate - Variable Busy Call Forwarding:

- Pick up your phone and dial ***90.**
- Wait for a confirmation tone, then dial the **10-digit** number you would like your calls forwarded to.
- Wait for the courtesy call to be answered.

To Deactivate:
Pick up your phone and dial ***91.**

* Call Forwarding-Selective $1.95/mo

Selective Call Forwarding lets you select a list of incoming telephone numbers whose calls will automatically be forwarded to an alternative telephone number.

To Activate:

- Dial ***63.**
- Follow the prompts

ADDITIONAL CALLING **FEATURES**

* Call Forwarding-Delayed- $1.95/mo

Delayed Call Forwarding lets you forward incoming calls to an alternate number when your line is not answered. This feature can be set up as either Fixed or Variable. If Fixed, all calls will be forwarded to a pre-determined number arranged with Wightman when you add the feature. If Variable, you can specify the forwarding number each time the service is activated.

To Activate – Fixed Delayed Call Forwarding:

- Dial *92.
- Wait for a confirmation tone.

To Activate – Variable Delayed Call Forwarding:

- Dial *92.
- Wait for a confirmation tone, then dial the 10-digit number you would like your calls forwarded to.
- Wait for the courtesy call to be answered.

To Deactivate, dial *93.

* Call Rejection Anonymous- $1.95/mo

Anonymous Call Rejection automatically rejects all calls from numbers with withheld display information (i.e. telemarketers using unknown name and/or number display).

To Activate, dial *77.
To Deactivate, dial *87.

ADDITIONAL CALLING
FEATURES

* Call Rejection Selective-$1.95/mo

Selective Call Rejection lets you select a list of numbers from which incoming calls are automatically rejected. A rejection announcement is played to the calling party. Please note you can only reject 10 numbers.

To set up your list of incoming callers to reject:

- Dial *60.
- Follow the prompts.

To remove rejected numbers:

- Dial *60.
- Follow the prompts.

* Do Not Disturb- $1.95/mo

Do Not Disturb lets you block your line temporarily to prevent all incoming calls.

To Activate, dial *78.
To Deactivate, dial *79.

* Pin Change-$1.95/mo

PIN change remotely allows you to change your personal identification number (PIN) used to access Toll Restriction. The PIN is initialized to **‘0000’** for new subscribers. It can be changed to any four-digit number.

To Activate, dial *319.

- When prompted, enter your current PIN.
- If the current PIN is correct, you are prompted to enter a new four-digit PIN.
- An announcement confirms the new four-digit PIN.

ADDITIONAL CALLING **FEATURES**

* Priority Call- $1.95/mo

Priority Call allows you to select a list of numbers from which incoming telephone calls will ring with a distinctive tone. This service also gives distinctive tones on Call Waiting for numbers selected for Priority Call.

To set up your list of Priority Callers:

- Dial *61.
- Follow the prompts.

* Reminder Call- $1.95/mo

Reminder Call lets you schedule calls at a set time of day. An announcement is played when you answer. If the call is not answered, Reminder Call will try again.

Individual Reminders;

To Activate an Individual Reminder Call:

- Dial *310.
- An announcement will prompt you to dial the desired time, in 24-hour clock format (i.e. 22-00), followed by #.
- An announcement will confirm that the reminder has been set, with the option to cancel at this point if desired.

To Deactivate an Individual Reminder Call:

- To Disable all Individual Reminder Calls, dial ***311.**
- To Disable one Individual Reminder Call, dial ***312.**
- To Check Individual Reminder Calls, dial ***313.**

* Reminder Call (cont'd)

Regular Reminders

Regular reminders conflict if they are set for the same time and their repeat options have a day in common. It is not possible to configure conflicting regular reminders.

To Activate a Regular Reminder Call:

- Dial *314.
- An announcement will prompt you to dial the desired time, in 24-hour clock format (i.e. 22-00), followed by *.
- An announcement will prompt you to dial the repeat option code *314, followed by #.
- The options are every:
  - Monday (1) Tuesday (2)Wednesday (3) Thursday (4)Friday (5) Saturday (6) Sunday (7) Every Weekday (8) Every Day (9)

An announcement will confirm that the reminder has been set, with the option to cancel at this point, if desired.

- To Disable all Regular Reminder Calls, dial ***315.**
- To Disable one Regular Reminder Call, dial ***316.**
- To Check Regular Reminder Calls, dial ***317.**

ADDITIONAL CALLING
FEATURES

* Toll Restriction- $1.95/mo

Toll Restriction lets you block outgoing calls to certain types of numbers from your line. These types of calls may include:

- International calls
- Long distance calls
- Local calls
- Operator calls
- Calls to any call service access codes

Certain types of calls are never blocked. These types of calls include:

- Toll-free calls
- Emergency calls

When you call to add Toll Control to your service, you will be provided with a PIN.

To make a restricted call:

- Dial the number you want to call and wait for three beeps.
- Enter your PIN.
- The call will be completed as normal.

To change your PIN, please call Customer Care at **1-888-477-2177.**

ADDITIONAL CALLING
FEATURES

Call Trace- $5/trace

Call Trace allows you to request a trace of the last incoming call you receive. The purpose of this feature is to report harassing or threatening calls and should be used in serious situations only. After using Call Trace, contact your local police service to report the trace and the police may then solicit the information from us. Due to current privacy laws, we cannot release the caller's number or information to the customer.

To perform a trace:

- Hang up from the current call.
- Dial ***57.**
- Press **1** to activate the trace.
- Contact your local police service to report the trace. The information is released to Wightman and may then be passed on to the appropriate authorities if they request it.

NOTE: Call Trace may not work on all numbers and you will not be charged for unsuccessful attempts. If the trace was successful, there will be a $5 charge per trace whether or not the police investigate further.

Call Display on TV

If you're a TV customer with phone service, you can enjoy Call Display on your TV at no extra cost. Incoming calls will appear right on your screen, making it easy to see who's calling without picking up the phone. This is a free feature included with your service.

If you would like to add this feature, please call Customer Care at **1-888-477-2177.**

CONTACT US

1-888-477-2177

questions@wightman.ca

Customer Care Hours:
Mon- Fri 8am-7pm, Sat 9am-3pm

Technical Support Hours:
24 / 7/ 365

Wightman