

CALL ANSWER SET-UP GUIDE

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.



CALL ANSWER 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.”*



CALL ANSWER 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.

CALL ANSWER 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.



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
