WTC Online VoIP Phone Settings (WEB)

To access the system, go to **www.mywtc.ca** and enter the information requested under **Online Phone Settings** and click on the appropriate "Submit" button.

If you do not know your Login information, please contact WTC's Customer Care.

Once logged in, you can use the menu on the left of the Online Phone Settings Site to navigate to the phone settings you want to change.

If you want more information on the services available and how to use them click on the Service manual link.

Welcome to WTC VoIP Phone Settings

Welcome to WTC Communications Phone Settings. From these pages you can manage the different features of your telephone service.

Click on one of the links on the left-hand side of the screen to select a particular group of services to manage. The screen then shows all the services in that group that your service provider has made available to you. Click on the appropriate link to select the service you want to manage.

If you cannot find information about a service that you think you should be able to use, please contact us for assistance.

The list of links on the left-hand side of the screen also allows you to

- view details of the last incoming call to your telephone and the last telephone number you called
- change the password you use to access Phone Settings and the Personal Identification Number (PIN) you use to access some services
- view the Service Manual, which describes each service and explains how to use it.

After you have finished using WTC Communications Phone Settings, click on the **Logout** link to log out of the service. This prevents any other user of your computer from accessing your telephone service settings. (If you close your browser or move to another web page without logging out, you will be logged out automatically after 30 minutes.)

Service manual

The Service manual provides a full description of all the services available to you both through the handset and over the web. Use the table of contents below to go straight to the information you want.

Use the links on the left panel if you want to go back to editing your phone settings.

Receiving calls

This group of services allows you to manage the calls that you receive. For example, you can find out who the caller is before answering, or decide how calls are handled when you are unable to answer them.

Call Forwarding

You can choose to have your incoming calls forwarded to a different number when you are unable to answer them.

Note that you cannot forward calls to the following numbers.

- Numbers starting 0
- Numbers starting 950
- Numbers consisting of one digit followed by 11 (including 911)

If you make any changes, click on the **Apply** button to accept them, or click on the **Cancel** button to return to your previous settings.

Are all my calls forwarded immediately?	To forward all your calls to another telephone number, check the box and specify the full telephone number to which calls will be forwarded. Note that if you use this service, forwarding of calls from selected numbers is not affected, but your settings for all other types of call forwarding are ignored.
Do I enter the number when activating from my phone?	You can choose whether you need to enter the forwarding number when activating call forwarding through the phone. For instance, if you always use the same forwarding number, leave the box unchecked to make it quicker to activate call forwarding.
Are my calls forwarded if I am busy on the phone?	To forward calls to another telephone number if they come in while you are already in a call, check the box and specify the full telephone number to which calls will be forwarded.
Do I enter the number when activating from my phone?	You can choose whether you need to enter the forwarding number when activating call forwarding through the phone. For instance, if you always use the same forwarding number, leave the box unchecked to make it quicker to activate call forwarding.

Are my calls forwarded if I don't answer?	To forward calls to another telephone number if you do not answer them, check the box and specify the full telephone number to which calls will be forwarded. You may also want to specify the time you have to answer a call before it is forwarded - see below.
Do I enter the number when activating from my phone?	You can choose whether you need to enter the forwarding number when activating call forwarding through the phone. For instance, if you always use the same forwarding number, leave the box unchecked to make it quicker to activate call forwarding.
Time in seconds before an unanswered call is forwarded	If your calls are forwarded when you do not answer them, specify the time in seconds before calls are forwarded. An incoming call will be forwarded unless you answer it within this time.

Selective Call Forwarding

You can choose to forward all calls from selected callers to another telephone number. For example, if you will be away from home but are expecting an important call, you can forward calls from this caller's number to your mobile telephone.

Note that your selective call forwarding settings act before your immediate call forwarding settings.

If you make any changes, click on the **Apply** button to accept them, or click on the **Cancel** button to return to your previous settings.

Are calls from selected numbers forwarded?	To forward calls from selected callers to another telephone number, check the box and specify the full telephone number to which calls will be forwarded. You also need to specify the incoming numbers from which calls will be forwarded - see the additional fields below.
Number to forward	The display shows a list of all the selected telephone numbers from which calls will be forwarded.
	• You can remove a number from the list by clicking on the **Delete** button next to it.
	• At the end of the list is an empty entry in which you can add a new telephone number to the list. Type in the full directory number and click on the **Add** button.

Count of anonymous numbers in my selected numbers list	If you have used your telephone to add anonymous numbers (where the caller has withheld the calling number) to the list of selected callers to forward, the numbers cannot be shown in the list above, but the count of such numbers is shown here.
Delete all anonymous numbers in the list	To delete all anonymous numbers from the list of selected callers to forward, so that calls from these numbers will no longer be forwarded, click on the **Delete** button.

SimRing

SimRing allows you to be easily contacted by ringing several numbers, such as your mobile, home phone and office extension, in addition to your main phone, when someone calls you. You can have a maximum of 32 other numbers which are rung.

Note that you cannot include the following numbers.

- Numbers starting 0
- Numbers starting 950
- Numbers consisting of one digit followed by 11 (including 911)

Find-me-follow-me

Find-me-follow-me allows you to be easily contacted by ringing several numbers, such as your mobile, home phone and office extension, when someone calls you.

You can set up rules to control the numbers that are included and the order in which these numbers are called; you can have two or more numbers called at the same time. If you want your main phone to be called, you must have a rule with **Main phone** checked. If there are no rules, activating the service will have no effect. You can have a maximum of 32 rules.

Note that you cannot include the following numbers.

- Numbers starting 0
- Numbers starting 950
- Numbers consisting of one digit followed by 11 (including 911)

Voicemail

If you use the Voicemail service, incoming calls will be forwarded to Voicemail if you do not answer them, so that the caller can leave a message for you. You can specify how long an incoming call waits for you to answer it before the caller is transferred to Voicemail.

If you make any changes, click on the **Apply** button to accept them, or click on the **Cancel** button to return to your previous settings.

The length of time before a call is forwarded to Voicemail	Specify the time in seconds before an incoming call is forwarded to Voicemail if you do not answer it. To forward calls to Voicemail immediately without ringing, specify zero.
Do I have Voicemail messages waiting?	Whether or not you have Voicemail messages waiting for you.

Call Rejection

You can choose to reject calls from selected callers. If you do this, your telephone will not ring when a call comes in from one of these callers; instead, the caller will hear an automatic message that the call has not been accepted.

If you make any changes, click on the **Apply** button to accept them, or click on the **Cancel** button to return to your previous settings.

Is the Do Not Disturb service active?	If this box is checked, all calls are blocked.
Reject calls from selected numbers?	If this box is checked, calls from selected numbers will be automatically rejected. Use the list below to specify the numbers from which to reject calls.
Reject anonymous calls?	If this box is checked, calls from anonymous numbers (where the caller has withheld the calling number) will be automatically rejected.

Number to reject	The display shows a list of the selected telephone numbers, if any, from which you have chosen to reject calls.

- You can remove a number from the list by clicking on the **Delete** button next to it.
- At the end of the list is an empty entry in which you can add a new telephone number to the list. Type in the full directory number and click on the **Add** button.

Count of anonymous numbers in my rejected numbers list	If you have used your telephone to add anonymous numbers (where the caller has withheld the calling number) to the list of selected callers to reject, the numbers cannot be shown in the list above, but the count of such numbers is shown here.
Delete all anonymous numbers in the list	To delete all anonymous numbers from the list of selected callers to reject, so that calls from these numbers will be accepted again, click on the **Delete** button.

Caller ID

You can choose whether to view information about a caller's identity before you answer the call. To use this service, you need a telephone that can display Caller ID information.

Note that the caller's number is not displayed if the caller has withheld it.

If you make any changes, click on the **Apply** button to accept them, or click on the **Cancel** button to return to your previous settings.

Display the caller's number on my phone?	If this box is checked, the caller''s telephone number is provided to your telephone and is displayed while the telephone is ringing. Click on the box to check or uncheck it.
Display the caller's name on my phone?	If this box is checked, the caller''s name is provided to your telephone and is displayed while the telephone is ringing. Click on the box to check or uncheck it.

In-call Services

You can talk to more than one person during the same call.

Call Transfer allows you to transfer the other person in a call to another number. For example, if someone calls you to find out your friend's number, you can transfer the call straight to your friend so that the caller does not have to hang up and dial the new number.

Making calls

This group of services allows you to make calls from your telephone quickly and easily. For example, you can make calls with a few key presses instead of dialing the full number.

Short Codes

Short codes allow you to dial numbers quickly, using a short digit sequence instead of having to dial a long telephone number or access code. Short codes can be set up for any of the following.

- An external telephone number
- An intercom code used within the Business Group
- Any other code used within the Business Group, such as the external line code or an access code used to configure call services

Ranges of short codes can also be set up, so that a set of consecutive short code numbers correspond to a set of consecutive telephone numbers.

The table lists all the short codes and ranges of short codes configured for this Business Group, showing the telephone number or other code to which each short code corresponds.

Short Code	A short digit sequence that users in this Business Group can dial as a short cut for a full telephone number or a longer access code.
Telephone Number or Internal Code	The full telephone number or access code that each short code represents

Intercom Codes

Intercom codes allow you to call other lines within the group quickly, using a short digit sequence instead of having to dial the full telephone number.

Single intercom codes can be set up, or ranges of intercom codes can be specified so that a set of consecutive intercom code numbers correspond to a set of consecutive telephone numbers of lines in this Business Group.

The table lists all the intercom codes and ranges of intercom codes configured for this Business Group, showing the telephone number to which each code corresponds.

Telephone Number	The telephone number that someone dials to call this line.
Intercom Code	An optional short digit sequence that users within this Business Group can dial to access this line, instead of dialing the full telephone number.
Name	An optional name to identify this line (for example, the name of the person who usually uses the line).

Speed Calling

For numbers that you call frequently, you can set up Speed Calling to provide a quick way of dialing these numbers.

Instead of dialing the full telephone number, you simply dial the speed code. The full telephone number corresponding to this code is dialed after a 4-second delay; you can force immediate dialing by dialing # after the Speed Calling code.

The display shows a list of the Speed Calling numbers you have already set up, if any.

- You can change the telephone number for a particular Speed Calling code by typing over it and then clicking on the **Apply** button next to it.
- You can remove a code and telephone number from the list by clicking on the **Delete** button next to it.
- At the end of the list is an empty entry in which you can add a new telephone number to the list. Type in the code you want to use and the telephone number, and click on the **Add** button.

Speed code	The code that you use to access a particular telephone number.
Directory number	The full telephone number that the code is used for.

Automatic Callback

This service allows you to make another call to the last number that you called (for example if the person you called did not answer or if the line was busy).

If you use this service, and the other person is busy or does not answer, the attempt will be retried automatically when the other person is available. You can dial an access code to cancel this automatic retry if necessary.

Call Barring

You can choose to bar particular types of calls (for example international or premium rate calls) so that nobody can make these calls from your telephone.

If you make any changes, click on the **Apply** button to accept them, or click on the **Cancel** button to return to your previous settings.

International calls	If this box is checked, users of your telephone will not be able to call international telephone numbers. Click on the box to change the setting.
National and mobile calls	If this box is checked, users of your telephone will not be able to call national numbers or mobile telephone numbers. Click on the box to change the setting.
Local calls	If this box is checked, users of your telephone will not be able to call local telephone numbers. Click on the box to change the setting.
Operator calls	If this box is checked, users of your telephone will not be able to make operator calls. Click on the box to change the setting.
Call service access calls	If this box is checked, users of your telephone will not be able to dial the access codes that allow them to change how Call Services work on your telephone. Click on the box to change the setting.
Premium rate calls	If this box is checked, users of your telephone will not be able to call premium rate telephone numbers. Click on the box to change the setting.
Call service configuration access calls	If this box is checked, users of your telephone will not be able to dial the access codes that allow them to change how Call Services work on your telephone. Click on the box to change the setting.

Withhold Number

You can choose whether your telephone number is available to people that you call.

The setting displayed is the standard setting for your telephone, but you can override this for an individual call by dialing an access code before you dial the number to call.

If you make any changes, click on the **Apply** button to accept them, or click on the **Cancel** button to return to your previous settings.

| **Withhold my number when I make a call?** | If this box is checked, your telephone number will be withheld and will not be presented to people that you call. |

In-call Services

You can talk to more than one person during the same call.

Call Transfer allows you to transfer the other person in a call to another number. For example, if someone calls you to find out your friend's number, you can transfer the call straight to your friend so that the caller does not have to hang up and dial the new number.

Last calls

This group of services allows you to find out about the most recent calls made to and from your telephone, and to use this information for making new calls.

Most Recent Calls

You can find out about the most recent incoming and outgoing calls for your telephone if this information is available. Note that the telephone number is not shown if it was withheld by the person calling you.

If necessary, you can remove the records of recent incoming and outgoing calls, so other people using your telephone will not be able to see what calls have been made.

The number of the last person who called	The telephone number of the last person who called you.
The time this call was received	The date and time at which the last person called you.
Was the call answered?	Whether or not you (or another user of your telephone) answered the call.
The number of the last person I called	The telephone number of the last person you called.

Automatic Recall

This service allows you to act on the telephone number of the last person who called you.

You can return a call to the last person who called you. Note that you will not be able to return the call if the caller's number is unavailable.

If you attempt to return the call and the other person is busy or does not answer, the attempt will be retried automatically when the other person is available. You can dial an access code to cancel this automatic retry if necessary.

If necessary, you can remove the records of recent incoming and outgoing calls, so other people using your telephone will not be able to see what calls have been made.

Automatic Callback

This service allows you to make another call to the last number that you called (for example if the person you called did not answer or if the line was busy).

If you use this service, and the other person is busy or does not answer, the attempt will be retried automatically when the other person is available. You can dial an access code to cancel this automatic retry if necessary.

Unwanted calls

This group of services allows you to deal with unwanted calls made to your telephone. For example, you can reject calls from unwanted callers, or pass information about malicious calls to the appropriate law enforcement agency.

Call Rejection

You can choose to reject calls from selected callers. If you do this, your telephone will not ring when a call comes in from one of these callers; instead, the caller will hear an automatic message that the call has not been accepted.

If you make any changes, click on the **Apply** button to accept them, or click on the **Cancel** button to return to your previous settings.

Is the Do Not Disturb service active?	If this box is checked, all calls are blocked.
Reject calls from selected numbers?	If this box is checked, calls from selected numbers will be automatically rejected. Use the list below to specify the numbers from which to reject calls.
Reject anonymous calls?	If this box is checked, calls from anonymous numbers (where the caller has withheld the calling number) will be automatically rejected.

Number to reject	The display shows a list of the selected telephone numbers, if any, from which you have chosen to reject calls.

- You can remove a number from the list by clicking on the **Delete** button next to it.
- At the end of the list is an empty entry in which you can add a new telephone number to the list. Type in the full directory number and click on the **Add** button.

Count of anonymous numbers in my rejected numbers list	If you have used your telephone to add anonymous numbers (where the caller has withheld the calling number) to the list of selected callers to reject, the numbers cannot be shown in the list above, but the count of such numbers is shown here.
Delete all anonymous numbers in the list	To delete all anonymous numbers from the list of selected callers to reject, so that calls from these numbers will be accepted again, click on the **Delete** button.

Call Trace

If you receive a malicious call, you can pass information about the call to the appropriate law enforcement agency. You can do this while the call is in progress, or after it has finished (before you receive another call).

Reminder calls

You can set your telephone to ring at a particular time, for example as an alarm clock or to remind you of an appointment.

Settings

This group of services allows you to change the security details you use to access your phone settings, and to check the telephone carriers you use for calls.

Security Settings

You can change

- the password that your telephone service provider has given you to access these web pages
- the PIN (personal identification number) that you need to dial in order to access some services using your telephone.

If you make any changes, click on the **Apply** button to accept them, or click on the **Cancel** button to return to your previous settings.

If you change your password, the characters you type will appear on the screen as asterisk characters (*) instead of readable characters.

Your old password	Type your existing password.
Your new password	Type the new password you want to use (6 - 15 characters).
Please confirm your new password	Type the new password again to confirm that you have entered it correctly.
PIN	Your current PIN is shown. To change it, type in a new four-digit number and click on the **Apply** button.

Carrier Settings

You have standard telephone carriers that can be automatically used for your calls.

My local carrier code	This is the 4-digit code for your local carrier.
My long distance carrier code	This is the 4-digit code for your long-distance carrier.
My international carrier code	This is the 4-digit code for your international carrier.

Table of Access Codes – Star*Touch Services

This page lists all the access codes that you can dial from your telephone to manage your telephone service or to make calls. They are grouped according to the different call services that you have subscribed to.

If you cannot find the access code for a particular service, please check that you are subscribed to the service.

Caller ID

Display the caller's identity	*65
Do not display the caller's identity	*85

Call Forwarding

Forward all calls	*72 *nnnnnnnnnn*
Stop forwarding all calls	*73
Forward calls when busy (if they come in while you are in another call)	*90 *nnnnnnnnnn*
Stop forwarding calls when busy	*91
Forward calls on no reply (if you do not answer them)	*92 *nnnnnnnnnn*
Stop forwarding calls on no reply	*93

Selective Call Forwarding

Set up selective call forwarding	*63 or *83

SimRing

Activate SimRing service	*361
Deactivate SimRing service	*362

Find-me-follow-me

Activate Find-me-follow-me service	*371
Deactivate Find-me-follow-me service	*372

Call Rejection

Activate Do Not Disturb service	*78
Deactivate Do Not Disturb service	*79
Set up Selective Call Rejection (after entering the access code, follow the voice prompts for further instructions)	*60 or *80
Reject anonymous calls	*77
Accept anonymous calls	*87

Speed Calling

Set up 1-digit Speed Calling	*74
Set up 2-digit Speed Calling	*75

Reminder calls

Set up a reminder call	*310
Cancel all reminder calls	*311
Cancel one reminder call	*312
Check the reminder calls you have set up	*313
Set up a repeating reminder call	*314
Cancel all repeating reminder calls	*315
Cancel one repeating reminder call	*316
Check the repeating reminder calls you have set up	*317

Voicemail

Retrieve your Voicemail messages	*318

Call Barring

Bar all calls except emergency calls	*341
Bar international, national and mobile calls	*342
Bar international calls	*343
Bar operator calls	*344
Bar calls to access codes for setting up Call Services	*345
Bar calls to premium rate numbers	*346
Stop barring all calls except emergency calls	*351
Stop barring international, national and mobile calls	*352
Stop barring international calls	*353
Stop barring operator calls	*354
Stop barring calls to access codes for setting up Call Services	*355
Stop barring calls to premium rate numbers	*356

Withhold Number

Withhold my number on the following call	*67
Send my number on the following call	*82

Automatic Recall

Last Caller ID (to hear a voice announcement of the last caller's number)	*69
Call Return (to return the call after hearing the Last Caller ID announcement)	1
Cancel all outstanding Call Return attempts	*89
Last Caller ID Erasure (to remove the records of recent calls)	*320

Automatic Callback

Automatic Callback (make another call to the last number that you called)	*66
Cancel all outstanding Automatic Callback attempts	*86

Call Trace

Call Trace   *57

Security Settings

PIN Change   *319