

Wightman

# BUSINESS PHONE

Quick Reference Guide



**Wightman**

Welcome to Wightman,

We would like to thank you for making Wightman your local choice. We commit ourselves to be the people's trusted choice in the communities we serve. We are passionate about providing the best possible experience in every interaction. We are a family of great people who want to deliver wow experiences each and every day.

Wightman has been operating as an independent phone company since 1908. Wightman is a company founded on the "people come first" principle. Imagine, a Telecom company that has real, live people who will answer your call. A local company that is just a short drive or call away.

Sincerely,

A handwritten signature in black ink, appearing to read "Paul Wightman", with a long horizontal flourish extending to the right.

Paul Wightman,  
Co-Chair

A handwritten signature in black ink, appearing to read "Blair Wightman", with a long horizontal flourish extending to the right.

Blair Wightman,  
Co-Chair

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# 1. Contact Us

## Phone

1-888-477-2177 (Toll-free)

## Call Centres

Customer Care 1-888-477-2177:

Mon - Fri — 8AM - 7PM

Sat — 10AM - 4PM

## Technical Support Hours 1-877-327-4440:

Available 24 hours a day, 7 days a week, 365 days a year

## Repair Service 611

For telephone repairs & troubles, call 611. You will reach a live customer care representative who will troubleshoot and book a repair call for you.

If you call 611 from a non-Wightman telephone number, you will not reach Wightman's repair service. Please hang up and call our toll free number, 1-888-477-2177. A live customer care representative will assist you.

## Mailing Address

Wightman Telecom  
100 Elora Street North  
PO Box 70  
Clifford, ON N0G 1M0

## 2. Free Calling Features

The calling features in this section are included FREE with phone service.\* Most of these features are available as soon as your phone is activated. If you wish to add or remove any of these free calling features from your service, call us at 1-888-477-2177.

### 2.1 Call Display

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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.*

### 2.2 Call Display Blocking

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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.*

### 2.3 Call Waiting

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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.

*Continued on Next Page*

\*Where available. Some restrictions apply. Call for details.

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

## Deactivating Call Waiting

### Deactivate Call Waiting before connecting to dial-up internet:

Call Waiting may cause your internet connection to be dropped if you use dial-up internet. To avoid this, insert **\*70** before your dial-up number on the log-in prompt (the screen where you enter your password). This will deactivate the Call Waiting feature until you disconnect from the internet.

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.

## 2.4 Visual Call Waiting

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Visual Call Waiting lets you see the name and telephone number of another incoming call as part of the notification that a second call is on the line. There are no access codes for enabling, disabling, or checking the Visual Call Waiting service.

To use this feature, you must have a Call Display compatible telephone with a display screen.

## 2.5 Call Forwarding

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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 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**.

## 2.6 Three-Way Calling

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Three-Way Calling lets you call two different people in two different places at the same time by adding a third person to your call.

**NOTE:** To use Three-Way Calling, you must initiate the call.

### To Place a Three-Way Call:

- During a call, press **FLASH** or **LINK** and dial the third person's number.
- When the third person answers, you can speak privately to them before adding them to the conversation.
- Press **FLASH** or **LINK** to connect all three people.

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, your phone will ring immediately allowing you to reconnect to the original call.

## 2.7 Ident-a-Call

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Ident-a-Call gives you the option of having additional numbers without the cost of a second line. Calls to the additional number are routed through the existing phone line, but each number will have its own distinctive ring. Outgoing calls can only be made from the primary number.

Ident-a-Call can be used:

- In a household to give a separate number with a distinctive ring tone to teenage children so incoming calls for the children can be ignored by the adults.
- As a “hotline” service, where high priority callers are given the additional number.
- For home-workers, where a single phone line may be used for both business and personal calls. Business calls outside working hours could be forwarded to voicemail.
- For fax machines.

**To Activate Ident-a-Call, call 1-888-477-2177.**

## 2.8 Speed Calling

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Speed Calling allows one- or two-digit codes to be used as shortcuts for selected telephone numbers.

**To set up or change your Speed Calling numbers:**

- Pick up your phone and dial **\*74** if setting up a one-digit code or **\*75** for two-digit codes.
- Listen for the broken dial tone.
- 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).
- Listen for three beeps followed by a fast ‘busy’ signal that indicate your number has been saved.
- You may continue entering numbers or you may hang up.

**To use Speed Calling:**

- Dial the appropriate one- or two-digit speed code.
- Press the # button.



## 2.9 Call Transfer

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Call Transfer lets you call another number during any existing call and then transfer the call to that second person.

### To Use Call Transfer:

- Press **FLASH** or **LINK**.
  - Dial the second number.
  - Hang up before or after the second call is answered.
  - The call will be transferred.
-

# 3. Voicemail & Message Management Features

The calling features in this section are each available on a per-month basis. 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.**

## 3.1 Call Answer - \$7.95/month

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Call Answer takes a message when you aren't available. You can access these messages from home, from another location, or on our website when on a Wightman internet connection. A message waiting indication will be provided by a stutter dial tone when you pick up the receiver and your phone's message indicator will be flashing (on equipped models). This will not prevent you from making or receiving calls. New and saved messages are retained for 30 days.

**For more details on recording and working with your Call Answer Greetings, see page 11.**

**To see the full Call Answer Navigation Map and Common Keys, visit page 12.**

**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 # (if you do not know your account number, please call us at 1-888-477-2177).
- 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 (see pg. 11 for more details).
- Press \* to exit.

**To access from home:**

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

**To access by phone from another location:**

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

*Continued on Next Page*

### To access via Wightman.ca:

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

- 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.

### To change your greetings or your PIN:

- Dial **\*98** followed by your PIN, then #.
- To work with your greetings (see below) 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.”*

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## 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.

*Continued on Next Page*

# Call Answer Navigation Map

To access dial \*98, enter your password, followed by #

## MAIN MENU

**1**

### Review Messages

Review Messages Menu

- 1** Voicemail
- 3** Faxes
- 9** Future Delivery Messages

**2**

### Listen to Message

Hear message

- 1** Repeat
- 2** Save
- 3** Erase
- 4** Reply
- 5** Send a Copy
- 2** **2** Marked Saved Message as New

**2**

### Send Message

Enter phone or GL number, then #

- 1** Review Message
- 2** Mark as Urgent
- 3** Mark as Private
- 4** Re-Record Message
- 5** Report on Send
- 6** Report on Read
- 7** Add Recipient
- 9** Schedule for Future Delivery
- #** Send as is

**3**

### Work with Greetings Menu

Greeting Options Menu

- 1** Personal Greeting
- 2** Extended Absence
- 3** Sys-Gen Greetings and Name Recording
- 4** Group Mailbox Greetings
- 5** Busy Greeting
- 6** Out-of-Office Hours Greeting
- 7** Shared Greetings
- 9** Forward all Calls to Voicemail Greeting
- \*** Exit Menu

**4**

### Mailbox Settings

Mailbox Settings Menu

- 1** Group Lists
- 2** Handsfree and Time Saver Options
- 3** Security Options
- 4** Group Mailbox Settings
- 5** Notification Settings
- 6** Additional Settings
- 7** Advanced Call Features Settings
- 9** Live Message Screening Settings
- \*** Exit Menu

**5**

### Reminders

Reminders Menu

- 1** Reminders Settings
- 2** Add New Reminder
- 3** Recurring Reminders Settings
- 4** One-Off Reminders Settings

**6**

### Review Erased Messages

Select Message Type

- 1** Voicemail
- 3** Faxes

**6**

### Erased Messages

Hear Message

- 1** Repeat
- 2** Restore
- 3** Permanently Erase
- 4** Reply
- 5** Send a Copy
- #** Next Message

**7**

### Switch Account

Enter Phone Number, then # or \* if error

**0**

### Help

Helpful Hints

- #** Next Hint
- \*** Return to Main Menu
- 1** Replay from Start of Menu

**\***

### Exit

Goodbye and Exit TUI

### Common Keys

- \*** Cancel input or move up a level
- #** End input or move forward in a list
- 0** Helpful Hints
- 8** Pause / Resume

## **3.2 Voicemail to Email - \$7.95 as part of Wightman's Call Answer**

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This innovative 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."  
*Note: The first time set up needs to be done on a Wightman internet connection.*
- 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.

### **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.

## **3.3 Wightman ONE - \$7.95/month**

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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. If this is your first time using "My Account", see the **NOTE** on page 11.
- 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.**

## 4. Additional Calling Features

The following features 4.1-4.13 are available individually, OR you may add *all* of them for only \$4.95/month.

### 4.1 Account Codes - \$3.95/month

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Account Codes lets you assign outgoing calls with a numerical account code so that your phone bill will list long distance calls by account 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:**

- After dialing a number that requires an account code, you will hear either a continuous or a stutter dial tone, and must enter the account code before the call can be completed.
- If a code is not entered, or if the code is incorrect, an error announcement is played and the call is not connected. If more than a specified number of incorrect attempts are made when entering an account code, an error message is played and the account is locked. Subscribers cannot make any calls requiring an account code until the account is unlocked. The account can only be unlocked by Wightman technicians. Call 1-888-477-2177 to have the account unlocked.

### 4.2 Automatic Recall - \$3.95/month

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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**.

### **4.3 Call Forwarding – Busy - \$3.95/month**

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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**.

### **4.4 Call Forwarding – Delayed - \$3.95/month**

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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.**

## 4.5 Call Forwarding – Selective - \$3.95/month

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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.

## 4.6 Call Hold - \$3.95/month

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Call Hold lets you put a call on hold and then dial another number. You can then switch back to the first call and subsequently switch between the two callers.

**NOTE:** *This is different from Three-Way Calling—the two other callers cannot be connected.*

**To Activate Call Hold:**

- During a call, press **FLASH** or **LINK**.
- Dial **\*52**.
- Dial the second number.
- You can then press **FLASH** or **LINK** again to switch back to the first call (putting the second call on hold). Press **FLASH** or **LINK** again to switch between the two numbers.

If you attempt to dial a second number but the number you dial is not valid, you will hear an error announcement, and you will be connected back to the original call.

If the caller you are talking to hangs up and you have another caller on hold, there will be a period of silence (for disconnect timing) before you are connected back to the on-hold call. You can press **FLASH** or **LINK** during the silence to be connected to the on-hold call immediately without waiting for disconnect timing.

If you hang up while a call is still on-hold, your phone will instantly ring, allowing you to reconnect to the on-hold call.



## **4.7 Call Rejection – Anonymous - \$3.95/month**

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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**.

## **4.8 Call Rejection – Selective - \$3.95/month**

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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.

To set up your list of incoming callers to reject:

- Dial **\*60**.
- Follow the prompts.

To remove rejected numbers:

- Dial **\*60**.
- Follow the prompts.

## **4.9 Do Not Disturb - \$3.95/month**

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

To Activate, dial **\*78**.

To Deactivate, dial **\*79**.

## 4.10 PIN Change - \$3.95/month

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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.

## 4.11 Priority Call - \$3.95/month

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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.

## 4.12 Reminder Call - \$3.95/month

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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.

*Continued on Next Page*

To Disable all Individual Reminder Calls, dial **\*311**.

To Disable one Individual Reminder Call, dial **\*312**.

To Check Individual Reminder Calls, dial **\*313**.

## 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)	Saturday (6)
Tuesday (2)	Sunday (7)
Wednesday (3)	Every Weekday (8)
Thursday (4)	Every Day (9)
Friday (5)	

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**.

## 4.13 Toll Restriction - \$3.95/month

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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, call one of our Customer Care Representatives.**

## 4.14 Call Trace - \$5/trace

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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.



# **Wightman**

**Customer Care: 1.888.477.2177**  
**24/7 Local Tech Support: 1.877.327.4440**  
**wightman.ca/support**