Worldline™

Digital Home Phone Feature Guide

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How to Update Digital Home Phone 911 Information

If you need to update your Digital Home Phone 911 information go to https://secure.worldline.ca/ and enter the username and password you have been provided to log into your Digital Home Phone 911 profile. Should you require your username and password call our Customer Care team Toll Free 1-855-299-0025.

How to Make an Emergency Call – Dial 911

Need Emergency Services? Dial 911 from your Digital Home Phone. Remember, certain limitations apply to Digital Home Phone service. To understand limitations please go to: http:///www.worldline.ca/911

Customer Support – Dial 611

To speak with our Customer Support team dial 611 from your Digital Home Phone. You can update your account profile, Digital Home Phone 911 address information, payment information, and activate services such as voicemail-to-email. If you need technical support you can reach us by dialing 611 or call Toll Free 1-855-299-0025 Monday – Friday 8am-9pm, Saturdays 9am-5pm.

Call Forwarding Management

The following outlines how to setup your call forwarding using your touch-tone phone:

1. Lift the receiver, or press "OK" on the phone to hear dial tone
2. Dial *72
3. Enter your password and press # (If you don't have a password, simply press # to continue)
4. You are now in the **"Forwarding Management"** menu

   The following is a list of your options:

   Press 1 to select: Ring, Forward, Voicemail mode
   Press 2 to select: Ring, Forward mode
   Press 3 to select: Ring, Voicemail mode
   Press 4 to select: Forward, Voicemail mode
   Press 5 to select: Ring only mode
   Press 6 to select: Forward only mode
   Press 7 to select: Voicemail only mode
   Press 8 to select: Reject calls mode
   Press 0 to enter the forwarding number
   Press * exit the menu

5. Select a mode (for example: Forward, Voicemail mode)
6. You'll be notified that call forwarding was changed to your selected mode (for example: Forward, Voicemail mode)
7. You'll go to the **"Forwarding Management"** menu again
8. Press 0
9. You will be asked to enter the forwarding number followed by #
10. Go ahead and enter the number followed by #
11. You will go back to the **"Forwarding Management"** menu again
12. You can now hang up the call or press *

Disable Call Forwarding

The following outlines how to disable your call forwarding using your touch-tone phone.

1. Lift the receiver, or press "OK" to hear dial tone
2. Dial *72
3. Enter your password and press # (If you don't have a password, simply press # to continue)
4. You are now in the **"Forwarding Management"** menu

The following is a list of your options:

Press 3 to select: Ring, Voicemail mode
Press 5 to select: Ring only mode
Press 7 to select: Voicemail only mode
Press 8 to select: Reject calls mode
Press * exit the menu, hang up

Voicemail

Getting Started:

Every account comes with voicemail. You will require your voicemail password to access your configuration and messages menu. Saved messages will be stored for a maximum of 10 days then deleted automatically for you.

Retrieving Your Messages:

1. When someone has left you a message, the "message waiting" lamp/light will light up or flash (depending on your phone). If you do not have a phone with message waiting light, when you pick up the phone there will be a "stutter" dial tone.

2. To retrieve the messages from your home telephone, dial *98 and follow the prompts for retrieving your messages.

Note: You can hang up at any time while listening to your messages and your messages will not be deleted. Messages are only deleted when you manually delete them, by pressing 7 during or after message playback, or after 10 days.

Voicemail FAQ

Question: Can I setup voicemail-to-email?

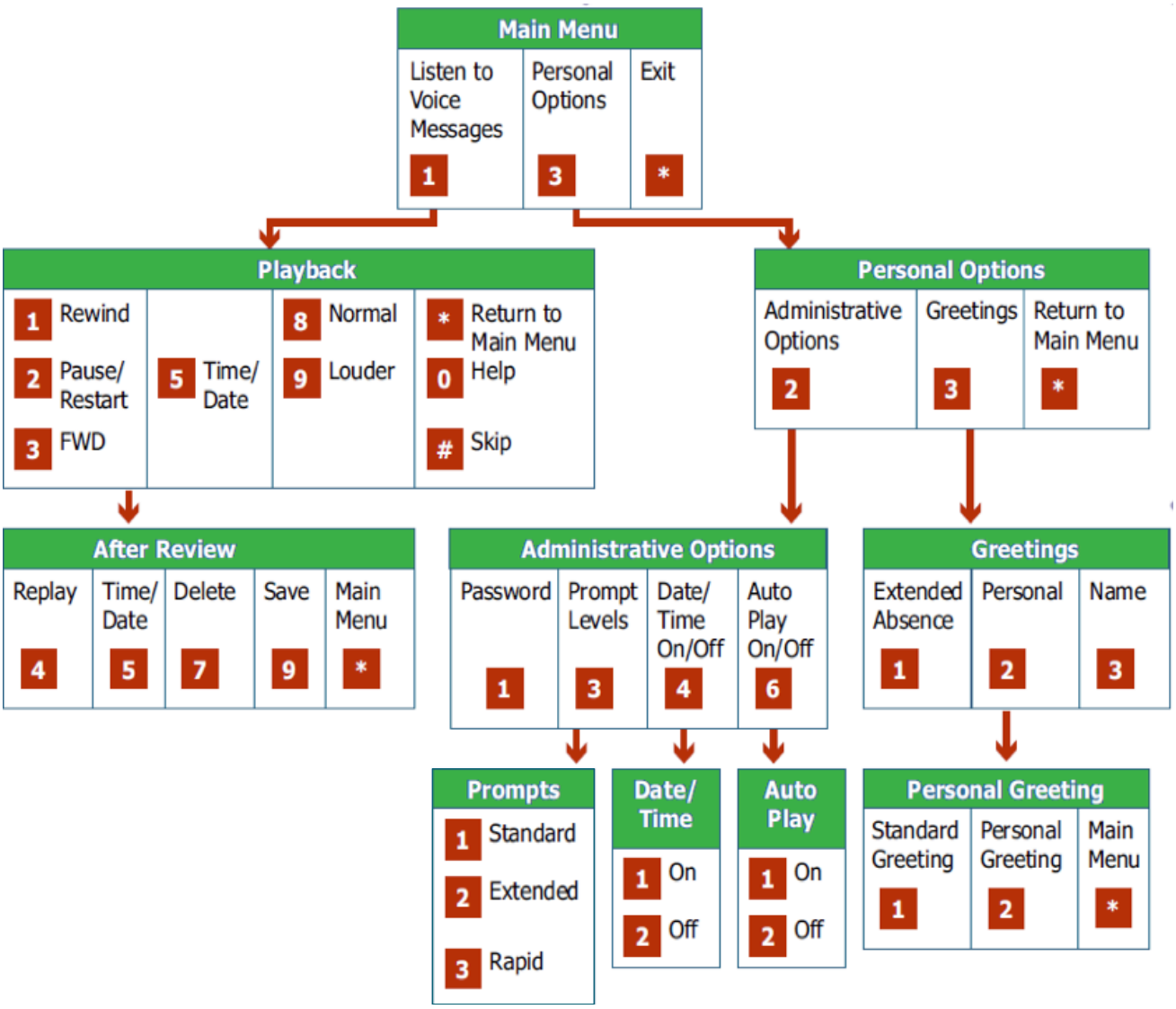
Answer: To setup voicemail-to-email please call our support team by entering 611 on your phone or by calling 1-855-299-0025. In the future, this feature will be available through your online customer self help portal.

Question: How can I change my voice mailbox password?

Answer: Once into the voicemail main menu press "**3**" for "Personal options" then press "**2**" for "administrative options". Lastly, select option "**1**" to change voicemail your password.

Voicemail Menu Tree Diagram

From the main menu of your voicemail enter the red digits to select the corresponding options.



Remote Access Numbers - Voicemail

You can access your voicemail by calling the local number provided below. You will hear the message, “Please enter your account number”, your account number is your telephone number. Enter 1+ your area code and telephone number.

Ajax / Pickering	(289) 624 3006
Barrie	(705) 881 4001
Belleville	(613) 689 4004
Brantford	(226) 227 3008
Brockville	(613) 499 3003
Burlington	(289) 639 0009
Cambridge	(519) 804 3005
Chatham	(226) 996 3003
Guelph	(226) 706 3011
Hamilton	(289) 639 0009
Kingston	(613) 817 4001
Kitchener	(519) 804 3005
London	(226) 289 3009
Newmarket	(289) 366 3000
Niagara Falls	(289) 438 4002
North Bay	(705) 707 3002
Oshawa	(289) 634 2005
Ottawa / Hull	(613) 366 3009
Sarnia	(226) 776 3002
Sudbury	(705) 885 3003
St Catharines	(289) 438 4002
Toronto & GTA	(416) 477 3827
Waterloo	(519) 804 3005
Windsor	(226) 946 3000
Quebec	
Montreal	(438) 238 4011
Quebec City	(418) 478 3001
Western Canada	
Banff	(587) 883 4002
Calgary	(403) 879 4005
Edmonton	(780) 851 4003
Vancouver	(604) 283 4002

Caller ID and Call Display

In order to have call display, you require a call display capable phone. After the first ring, the name and telephone number of the caller should appear on your display screen. This includes callers who have non-published numbers.

Call Display Notes:

* Calls from locations that are not equipped for Call Display will appear as “unknown”.
* Long distance calls may sometimes be displayed as “long distance”.
* You may not be able to call some of the numbers appearing on your display since they may originate from telephones that cannot receive calls. (i.e. certain pay phones)

Calling Name

Also known as caller name; a service of the public switched telephone network (PSTN) that delivers the name and number of the calling party, as listed in the directory, to the called line, where it can appear on a telephone set equipped with a display or on a peripheral display unit.

Call ID Block (*not currently available for Digital Home Phone*)

Call ID block will hide your number from the person you are calling on a per-call basis. We are working on providing this service in the near future.

Call Waiting

1. A beep tone tells you that another call is waiting. (Only you hear this tone.)
2. Another reminder will be heard 10 seconds later if the waiting call remains unanswered.
3. The second caller will only hear the normal ring tone.

How to answer a waiting call:

1. Press the LINK* or FLASH* button to put the first call on hold.
2. You will automatically be connected with the second caller.

How to alternate between the calls:

1. Press the LINK* or FLASH* button to alternate between calls.
2. Each conversation is private and cannot be heard by the other caller.

How to end either call:

1. Simply hang up.
2. Your telephone will then ring.
3. When you answer it, you’ll be connected with the other caller.

* If you do not have a telephone with a LINK or a FLASH button, depress the switch hook for approximately one second.

Visual Call Waiting

While on the call, you will hear the Call Waiting tone notifying that you are receiving a second phone call. The information for that call will display on your telephone's display screen. Simply press the "Link" or "Flash" button to automatically switch to and speak with the new caller (the original call will not get disconnected).

If you wish to return to your first caller press "Link" or "Flash" again.

Each conversation is private and cannot be heard by the other caller.

Three-Way Calling

To add a third person to your call:

1. Press the LINK* or FLASH* button to place the first call on hold.
2. Listen for a dial tone and then dial the third person. (Speed call codes may be used if you also have this feature.)
3. When the third person answers, you may talk privately with this person before you make the call three-way.
4. To make the call three-way, press and hold the LINK* or FLASH* button for approximately one second to add the person who is currently on hold to your conversation.
5. Your Three-Way Call is now underway.

What to do if the third person's line is busy or they don't answer:

* Press the LINK* or FLASH* button twice to resume your conversation with the person on hold.

How to disconnect the third person:

* Press the LINK* or FLASH* button and you will now have only the original party on the line. Otherwise, if either of the other two people hang up, you can continue to talk to the one remaining.

- If you don't have a telephone with a LINK or FLASH button, depress the switch hook for approximately one second.

Account Self Care Management

1. Dial *73
2. You will be asked for the password
3. Enter the password and press # (If you don't have a password, simply press #)
4. You are now logged into the **"Account Self Care"** menu

Press 1 To check your voicemail

This takes you to the Voicemail menu (same as *98), except you can exit back to the main **Account Self Care** menu

Press * to return to voicebox main menu

Press 2 – *Option not available*

Press 3 To change your call forwarding settings:

Press 1 to enable call follow-me

Press 2 to enable forward when busy

Press 3 to enable forward all

Press * to return to voicebox main menu

Press 4 – *Option not available*

Press 5 To access your personal preferences:

Press 1 to disable call waiting

Press 2 to disable show caller id

Press 3 to manage your greetings

Press 4 to change voicebox language

Press * to return to voicebox main menu