



DIGITAL TELEPHONE GROUP™
CANADA

Digital Telephone Group Canada

User Guide



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Welcome

Unleash Your Phone

This User Guide will familiarize you with your new Digital Telephone Group Canada Service. Many of the free features included with your service are explained in detail. In addition, you can learn more about cool extra features which can be added to your service.

Record The Information Below For Easy Reference

Your Phone Number: 1 () -

Manage Phone Features: <https://voip.altavox.net/Login/>

Login Manage Phone Features

User Name:1(area code)(phone number)@dtggroup.net

Example: 15555551234@dtggroup.net

Temporary Password: _____

Example: 1234

Members Area Login

User Name: _____ at signup _____

Temporary Password: _____ at signup _____



Chapter 1- Introduction to your DTGC Service

Once you plug in your Phone Adaptor, the only things you'll lose are expensive and confusing phone bills. Unlike many Voice-over-IP services, you don't need headphones or your computer. Just use your standard touch-tone phone, talk as much as you want and rack up savings.

What is VoIP?

Your Phone Unleashed

Send Your Voice Over the Internet

For years you've sent written messages through the internet with email. Now you can do the same with your voice messages. VoIP (or Voice Over Internet Protocol) is the new way to make and receive phone calls. Your DTGC Telephone Service converts your phone calls into data that zips through your high-speed Internet connection. The big advantage is that you can call anywhere at anytime for less money. It's better than your traditional line because it expands the power of your phone.

Now Your Number Can Go Everywhere You Do

Your DTGC Telephone Service works with any touch-tone phone, corded or cordless. You can make any call to any phone on Earth. The person you're calling doesn't need to use our service or have Internet connection on their side, of course if they do use our service, your call to them will be free. We send you a free adaptor when you sign up for service. Setup is easy. Plug it in and it installs automatically.



Installing Your Mediatrix 2102 Router & Phone Adapter

Contents

- **Mediatrix -2102 Router & Phone Adapter**
- **Ethernet Cable**
- **AC Power Adapter**

Getting Started:

1. Install your Mediatrix Phone Adapter (ATA) using the INSTALLATION instructions that follow.
2. Log in to **Manage Phone Features** under **MEMBERS** Login Site at '<https://voip.altavox.net/Login/>' using the username and password located on the Welcome page in this guide. Once you have logged in, you are able to set up your voicemail and feature preferences. A printable version of the feature guide is available on your Members Page for future reference.
3. Begin making VoIP calls.
4. Log in to **My Account Portal** under **MEMBERS** Login page at your signup website to manage your account. Access using the user name and password you created during signup.

Installation

1. Power down your Cable/DSL modem and personal computer.
2. Plug the ethernet cable provided (grey) into the NETWORK port on the back of your VoIP device. Plug the other end of the cable into your Cable/DSL modem.
3. Plug the line from your telephone into the rear of the Mediatrix-2102 where it is marked PHONE/FAX #1.



4. Power up your Cable/DSL modem and wait until it completely boots up. This takes approximately 30-60 seconds.

5. Once the Cable/DSL modem is ready, insert the power supply into your Mediatrix-2102 and into a power outlet. Let the VoIP device boot up. Once the lights on the front POWER and LAN remain a solid green and Ready green light flashes green, you are ready to start making calls using your Mediatrix-2102 telephone adapter.

No Dial Tone?

Double check all connections to the Mediatrix-2102. Make sure that the READY green light on the adapter flashes on and off. If not, ensure that you have an Internet connection. Reboot your equipment following the 'Rebooting Instructions' shown below.

Never connect a standard phone line from a wall jack into the PHONE port of the adapter. Damage may result.

Rebooting Instructions

1. Shutdown your PC. Unplug the power to your Mediatrix-2102, network router, and cable/DSL modem.
2. Wait the appropriate amount of time for your cable/DSL modem and router to reset.
3. Power up your cable/DSL modem and wait for it to start up completely before continuing.
4. Plug in and power up your Mediatrix-2102. Wait until POWER and LAN remain a solid green and Ready green light flashes green. Do not interrupt this process by picking up the phone handset.
5. If using a network router, hub or switch, power it up and wait for it to start up completely before continuing. Otherwise, go to step 6.



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6. Reboot your computer and determine that you have an Internet connection.
7. Pick up the phone handset to check for a dial tone.
8. If problems persist, contact Technical Support. Go to your signup website, under About Us, select Contact Us for telephone or email contact information.



Making Phone Calls

Just Pick Up the Phone and Dial

Using our phone service is easy. Talk on your phone just as you always have.

Your DTGC Telephone Service gives you flexibility to dial the way you want to. Use 7, 10, or 11 digits. It's simple!

For calls within your own area code, you may dial 7, 10, or 11 digits. For example, if your DTGC Telephone number is

1-416-555-4321, and you want to call your friend at 1-416-555-1234, you could dial any of the following

- **555-1234**
- **416-555-1234**
- **1-416-555-1234**

When dialing outside your area code, you may use 10 or 11 digits. Don't worry if you forget to dial the "1" – we'll do it for you!

These instructions apply no matter who or where you are calling; across the street or across the continent. There are no special codes to punch in. For customers without Unlimited plans, our low per minute rates will apply to calls if you exceed your plan limit.



Chapter 2 – Free Features included with your Service

Amazing features that cost nothing to use.

It's not what a typical phone company would do. But then again, we're not your typical phone company.

How can so much cost so little?

We did it to make our customers happy and it seems to be working.

Voicemail [*62]

With Voice Mail you no longer have to worry about missing a call. Voice Mail is a service that takes messages for you when you are unable to answer the phone. Voice Mail records messages without the use of an answering machine. When calls are not answered, messages received are stored in a password-protected mailbox. You can check these messages at anytime by accessing your voicemail box from anywhere using a touch tone telephone and by dialing your number and when your message starts press *.

Using voicemail is simple! Easy to follow step-by-step voice prompts are provided each time you access your voicemail box. You can reverse, forward, erase, save, or even skip messages with the touch of a button. You'll also be able to change your personalized greeting or select a generic greeting.

V-Mail to E-mail

Digital Telephone Group's V-Mail to E-Mail is a free add-on feature to our standard Voicemail service. V-Mail to E-Mail allows you to access your voicemail service online from anywhere to check messages and customize your greetings and controls. You can have a copy of every voice message sent directly to your email address and then listen to your messages on your computer via an audio attachment (speakers or



headset). You can listen-to, save, forward and manage your messages on your computer.

Call Forward

Call Forwarding is a service that automatically forwards incoming calls to any number you choose in Canada or the US - even your cellular phone! There is no need to wait by the phone or miss calls ever again. You have the choice of forwarding all calls, or forwarding calls only when your line is busy or not answered after four rings. You will still be able to place outgoing calls when Call Forward is activated.

This feature can be controlled from your phone or on Digital Telephone Group's Online Account Management website.

Remember that forwarded calls are treated the same as outgoing calls. Therefore, unless you subscriber to Digital Telephone Group's unlimited plan, overage charges may apply if forwarded calls exceed your monthly calling plan's allotted minutes.

[*72] Call Forwarding Always Activation; [*73] Call Forwarding Always Deactivation

[*90] Call Forwarding Busy Activation; [*91] Call Forwarding Busy Deactivation

[*92] Call Forwarding No Answer Activation; [*93] Call Forwarding No Answer Deactivation

Call Waiting (to cancel call waiting [*70])

Never miss a call because of busy signals! Call waiting notifies you with a tone when someone is trying to call you when you're on another call. You can choose to switch to the new call and the first caller will be placed on hold while you're on the new call. You can switch between the two calls as much as you want for as long as you like. (If a third party tries to reach you they will get a busy signal)



The Call Waiting feature can be temporarily or permanently disabled. Any incoming calls would then receive a busy signal or automatically go to your Voicemail service.

This feature can be disabled or enabled from your phone or on Digital Telephone Group's Online Account Management website.

Visual Call Waiting

Visual Call Waiting is a combination of the Call Display and Call Waiting features! If your telephone supports it, you will see the name and phone number of the second caller when you get a Call Waiting tone. That way, you can decide if you want to switch to the new call or not.

Caller ID Block [*67]

Make discreet calls! When you make a phone call, your Caller ID information may be visible to the person you are calling. You can block your Caller ID information from being sent by pressing a simple code on your phone before dialing the phone number of the person you are calling.

You can Permanently Block your Caller ID information from being sent by selecting the option on Digital Telephone Group's Online Account Management website.

Call Return [*69]

Call Return is a service that allows you to get the phone number of the last person that called your line – whether the call was answered or not. A voice prompt will announce the caller's number. You will then have the option to call back that number automatically. Call Return is a simple and easy way to be connected to your last caller.



Busy Call Back [*8]

No more wasting time trying to get through to a busy line. The Repeat Dialing feature will monitor the busy line for up to 30 minutes. Once the line becomes available, you will be notified with a special ring. When you answer, you will be automatically connected to the number you were trying to dial. You can still use your phone line until your call back call is connected.

Last Number Redial [*66]

Because not all phones have a redial key, this feature allows you to call the last phone number dialed without having to key in all the numbers. It's simple and quick!

Call Display Name & Number [*65]

Know who is calling! Call Display service lets you see the name and number of the person that is calling before you pick up the phone. Call Display also works with Call Waiting, displaying the new caller's information when you hear the Call Waiting tones. This feature requires that you have a telephone with Caller ID capability and a display.

Do Not Disturb Activation [*78] Deactivation [*79]

The Do-Not-Disturb feature allows you to redirect all of your incoming calls to your Voicemail. If you do not subscribe to voicemail or your voicemail is disabled, callers will hear the message "The party you have reached does not currently wish to be disturbed."

This feature can be disabled or enabled from your phone or on Digital Telephone Group's Online Account Management website.



Flash Call Hold [*22]

The Flash Call Hold feature allows you to dial a feature access code to hold and retrieve calls.

To hold the call, flash the phone (click the flash button or click the hangup button once) then dial the Flash Call Hold *22 feature access code.

You can then make another call while the first call is held.

Subsequent flashes followed by the Flash Call Hold feature access code causes the active and held calls to toggle. That is, the active call becomes held and the held call active.

Call Screen

The Call Screen feature blocks incoming calls from up-to 12 different phone numbers. Callers will hear the message "The party you have reached is not accepting calls at this time"

Call Screen does not screen out unknown numbers. If Call Forwarding is activated on your line, callers who are on your call screen list will still be blocked.

This feature can be enabled or disabled and must be controlled from Digital Telephone Group's Online Account Management website.

Direct Voice Mail Transfer [*55]

Direct Voice Mail transfer allows you at any time during the call to send the person you are talking to directly to your voice mail in order to leave an important phone number or message that you want to have recorded. Just hit the flash button on your phone and then hit *55.



Call Transfer

Call Transfer allows you to re-direct answered calls to any number you want in Canada and the United States. After you answer a call, you can transfer the caller immediately to a third party. You will also have the option to speak to the third party prior to transferring the call.

Remember that transferred calls are treated the same as outgoing calls. Therefore, unless you subscriber to Digital Telephone Group's unlimited plan, overage charges may apply if transferred calls exceed your monthly calling plan's allotted minutes.

3 Way Calling

3-Way Calling is a conference call service that allows three people in three different locations to talk on the same line together at the same time. Making a three-way call is simple. Dial the first caller as you normally would, once connected press the Flash Button or Switch Hook on your phone and dial the second party. After the second party is connected, press the Flash Button or Switch Hook again, and you're all connected.

For billing purposes, a 3-Way Call is treated as two separate calls.

Private Call Reject

Private Call Reject allows you to reject any calls where the caller has blocked their caller ID from being displayed on your phone. Callers will hear the message "The party you have reached does not accept Private calls."

This feature can be disabled or enabled from your phone or on Digital Telephone Group's Online Account Management website.



Call Hunting

If you have multiple Digital Telephone Group phone lines, Call Hunting will automatically route incoming calls to the next available line when the other lines are busy. Call Hunting can route to any line, located anywhere in the world.

The Call Hunt feature can be enabled or disabled and you can even change the ring sequence. This feature must be controlled from Digital Telephone Group's Online Account Management Website.

Speed Dial 100 [*75]

The Speed Dial 100 feature allows you to set up to 100 frequently called numbers with 2 digit codes.

To set a speed dial 100, dial *75 and wait for tone. Dial the 2 digit speed dial number followed by the full phone number and then press # to terminate.

To call a speed dial 100, dial the 2 digit speed dial number, then press # or wait for a timeout.

411 Directory Assistance

Digital Telephone Group offers 411 Directory Assistance for any listing in Canada or the US for only \$1.25 per call. 411 Directory Assistance is also available free of charge on Digital Telephone Group's Online Account Management website.



911 Dialing

911 Dialing is available in most communities across Canada.

911 Dialing must be activated from Digital Telephone Group's Online Account Management website. You will receive an email confirmation once 911 Dialing has been activated. You will need to activate 911 Dialing for any additional lines that you add to your Digital Telephone Group account.

Unlike traditional phone service, Digital Telephone Group service can travel with you to any location that has a high speed internet connection. *Since Digital Telephone Group uses the address you provide when activating 911 dialing, you must update your address when traveling with or moving your phone adapter.* To update your information, log onto Digital Telephone Group's Online Account Management website and follow the instructions under the 911 Dialing section. You will receive an email confirmation email to confirm your changes.

911 Dialing does not function during an electrical power or DTGC provider outage. Please see our Terms of Service for more information about our 911 Dialing feature.

Video Phone Calling

All of Digital Telephone Group plans allow Video Phone Calling between Digital Telephone Group subscribers. Each party must have a compatible video phone and sufficient bandwidth for this service to work.

On Line Account Management

Digital Telephone Group's Online Account Management website allows you to control your account 24 hours a day, 7 days a week.



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The website is in “real-time” so all the information is accurate and up-to-date each time you login.

This secure website allows you to view all of your call records, update your user and billing information, view your current and past statements, manage your voicemail, and control calling features.

Feature availability may vary depending on your service plan or device.



Chapter 3 – Voicemail

Overview

The DTG Canada Platform offers a highly flexible, high capable voice mail system. Among the features that it offers are:

- Three different types of greetings.
- Notification of new messages through email.
- Ability to organize messages into folders.
- Mailboxes may be password protected.
- Can optionally allow callers to review and re-record messages.

Types of Greetings

Busy Greeting

If the Voicemail System thinks that you are on the phone, the caller will hear your “busy” greeting. Your busy greeting can either be a generic message, like:

- The person at the extension *number* is on the phone.
- *Recorded name* is on the phone
- Or the busy greeting can be a message you record

Unavailable Greeting

If the Voicemail System thinks that you are unavailable the caller will hear your “unavailable” greeting. The unavailable greeting can either be a generic message, like:

- The person at the extension *number* is on the phone.
- *Recorded name* is on the phone
- Or the busy greeting can be a message you record



Temporary Greeting

You can also record a temporary greeting. A temporary greeting will always be played regardless of your “busy” or “unavailable” status.

Logging In

Below is a discussion of several popular methods for accessing mailboxes that your administrator may have chosen. For other methods, contact your administrator.

By pressing a button on your phone.

Your phone may have a special button on it that has been configured to allow access to your mailbox. Consult the documentation that came with your phone to program the voicemail access number.

By calling your extension and pressing the “*” button.

If you call your own extension and are redirected to the voicemail system to leave a message, you may be able to press the “*” button to switch from leaving a message to accessing your mailbox.

The First Time You Log In

The first time that you log into your mailbox, you may be required to change some settings. In particular, you may be required to:

- Record your name.**
- Record your busy greeting.**
- Record your unavailable greeting.**
- Change your password.**



Recording a Temporary Greeting

If you do not have a temporary greeting set, you will immediately be asked to record a temporary greeting. If you do have a temporary greeting set you will be presented with the following menu:

“1” Record a temporary greeting.

This will allow you to record a new temporary greeting.

“2” Erase temporary greeting.

Once your temporary greeting has been erased callers will be presented with either your busy or unavailable messages, depending on your status.

“*” Return to the main menu.



Record a Personal Greeting or Announcement using a PC

You use this procedure to record a personal greeting or announcement using a PC. Instructions are provided for the following sound recorders:

- Windows 98 Sound Recorder
- Windows 2000 Sound Recorder
- Windows NT Sound Recorder

If you are using a different sound recording product, note that the required format for recordings is as follows:

- CCITT u-Law
- 8.000 kHz
- 8 bit Mono
- WAV file type

To record using the Windows 98 Sound Recorder

1. Click **Start** in the Windows task bar.
2. Select **Programs**, then **Accessories**, then **Entertainment** and finally **Sound Recorder** from the menu.

NOTE: It is possible that your Sound Recorder is located in a different file, or that your default sound recorder is another product. Please note the required format for your greetings below and follow the instructions for your specific sound recording product.

3. Make the setting selections. Click **Properties** from the *File* menu. The *Properties for Sound* window displays. Click **Convert Now**. Click **Ok**. The *Sound Selection* screen displays.
4. Select **CCITT u-Law** from the *Format* list.
5. Select **8.000 kHz, 8 bit Mono**, under *Attributes*, and click **Ok**. You may want to save this format at this point, so that you can easily select it in the future.
6. On the *Properties for Sound* dialog, click **Ok**.
7. Click **Record** on the Sound Recorder. Speaking clearly into your PC microphone, record your message. When you have finished, click



- Stop.** To listen to your message, click **Play**. If you are not pleased with your message, record it again.
8. When you are satisfied with your message, select **Save As** from the *File* menu. Name your sound file, being certain that you remember its location and that the file type is a .WAV file.
 9. In the *File name* field, enter the desired name of your recording.
 10. Click **Ok**. To exit without saving, click **Cancel**.

To record using the Windows 2000 Sound Recorder

1. Click **Start** in the Windows task bar.
2. Select **Programs**, then **Accessories**, then **Multimedia** and then finally **Sound Recorder** from the menu.

NOTE: It is possible that your Sound Recorder is located in a different file, or that your default sound recorder is another product. Please note the required format for your greetings below and follow the instructions for your specific sound recording product.

3. Click **Record** on the Sound Recorder. Speaking clearly into your PC microphone, record your message. When you have finished, click **Stop**. To listen to your message, click **Play**. If you are not pleased with your message, record it again.
4. Click **Ok**.
5. Click **Change to modify the settings**. Select **CCITT u-Law** from the *Format* list. Select **8.000 kHz, 8 bit Mono**, under *Attributes*, and click **Ok**. You may want to save this format at this point, so that you can easily select it in the future. On the *Properties for Sound* dialog, click **Ok**.
6. When you are satisfied with your message, select **Save As** from the *File* menu. Name your sound file as .WAV file type.
7. In the *File name* field, enter the desired name of your recording. Click **Ok**.
8. To exit without saving, click **Cancel**.



To record using the Windows NT Sound Recorder

1. Click **Start** in the Windows task bar.
2. Select **Programs**, then **Accessories**, then **Entertainment** and finally **Sound Recorder** from the menu.
3. Select **Audio Properties** from *Edit* menu. Click on the **Customize** button under *Preferred quality*. The *Customize* dialog displays.
4. From the *Format* list, click the drop-down arrow to select **CCITT u-Law**.
5. Under **Attributes**, click the drop-down arrow to select **8.000 kHz, 8 bit Mono**. You may want to save this format at this point, so that you can easily select it in the future.
6. Click **Ok** on the *Customize* dialog. Then, on the *Audio Properties* dialog, click **Ok**.
7. Click **Record** on the Sound Recorder. Speaking clearly into your PC microphone, record your message. When you have finished, click **Stop**. To listen to your message, click **Play**. If you are not pleased with your message, record it again.
8. Click **Ok**.
9. When you are satisfied with your message, select **Save As** from the *File* menu. Name your sound file as .WAV file type.
10. In the *File name* field, enter the desired name of your recording. Click **Ok**. To exit without saving, click **Cancel**.



Notes:

- 1. Option is not announced if there are no messages in the current folder.**
- 2. The amount of time that a message may be rewound or fast forwarded is configurable by the administrator.**
- 3. The prompt does not mention the availability of this option.**
- 4. If you are listening to the first message in the current folder the prompt will not mention this option.**
- 5. If you are listening to the last message in the folder the prompt will not mention this option.**
- 6. The administrator may configure the system to automatically go to the next message when you save or delete a message.**
- 7. This option is only available if it has been enabled by the administrator.**
- 8. Please see chart for additional menu options.**



Chapter 4 – Additional Services Available

Additional fee based services are available to you online.

Log in to **Manage Services** under **MEMBERS** Login page at your signup website to manage your account. Access using the user name and password you created during signup. Select the service you wish to add.

Local Number Porting

In most cases, we can arrange to allow you to keep your existing telephone number. Once your request for the number port has been approved, your current service provider will cancel your existing service. The typical time it takes to port a number is 2 weeks, however it can be longer depending upon the telephone companies involved. Because we want to be sure that you are never without telephone service, we will provide you with a temporary telephone number and will begin the porting procedure only after your new service is working.

Virtual Number Additional Incoming Number

A virtual number is a phone number with an area code outside of your home location. This allows friends and family in another location to contact you as if you were a local call. For example, your sister lives Toronto, but you live in Vancouver. You can add a phone number with a Toronto area code and save her the long distance charges.

Virtual Toll Free Number

A Toll-Free number allows your friends, family, and business associates to call you from anywhere in the U.S. and Canada without having to pay long-distance charges! Initially 100 minutes included. Additional minutes available for prepay in blocks of 100 minutes.