

Voicemail

User Guide



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Voicemail

Voicemail automatically takes messages when you are away or on the telephone. Voicemail can notify you of new and urgent messages based on your schedule. No more missed calls or unwanted interruptions. Voicemail also includes the ability for you to receive your voicemail in up to three email boxes. Plus, you can manage your voicemail online.

Setting up Voicemail

Your Voicemail Access Number is:

1 855 398-0944 (English)

1 855 398-0948 (French)

All you need to do to get started is dial the access number, then select a password and record your name along with a personal greeting. Here's how:

- Enter the temporary password that you've been assigned.
- Select a permanent confidential password that is 6-15 digits long and enter it.



With the help of Password Check, a security feature, you can ensure that your voice mailbox password will not be easily guessed by others. Just follow these simple rules.

Your password cannot:

- Begin with 0.
- Match your telephone number.
- Be the reverse of your mailbox number (e.g. 555 1212 reversed 2121 555).
- Be a single repeating digit (e.g. 4444444).
- Be a series of consecutive ascending or descending numbers (e.g. 3456789).
- Be a series of ascending or descending even or odd numbers (e.g. 24681012) .



You may find it easier to remember your password if you select letters on your keypad instead of numbers.

- At the next prompt, record your name.
- Record greeting, which callers will hear when you are not available. Press **#** when you are finished, and **#** again if you are satisfied with your greeting. To re-record, press *****, and to replay press **1**



A SAMPLE DAILY GREETING “Hello, you have reached the Jones residence. We are not able to come to the phone at this time. At the tone please leave a detailed message and we will return your call as soon as possible.”

That’s all it takes to personalize your Voicemail service. It is now ready and waiting to answer your calls.

Checking your Voicemail

Callers can now leave you messages. If you're at your home and there's a new message, you will see either a message light flashing or a message waiting indicator on your set, or you will hear a stuttered dial tone when you pick up the receiver. You can also check for messages when you're away from home.

Here's how to get caller messages when you're...

At your own phone

- Call Voicemail using your *98 Access Code.

Easy Access and for outside Canada

- Dial your phone number, wait for your Personal Greeting, then during your greeting press 9 and enter your password.

At another phone

Using your Toll Free Access Number anywhere in Canada:

- 1 855 398-0944 - English
- 1 855 398-0948 - French
 - Press the # key and enter your 10 digit mailbox number
 - Enter your password

While you're listening

Voicemail lets you hear messages the way you want to hear them. You can control the speed and volume. You can rewind important messages to hear them again. You can pause a message to take a note. And you can fast forward when you are in a rush.

Just press:

- **1** to rewind by 10 seconds
- **1 1** to rewind to the beginning
- **2** to pause and to restart during pause
- **3** to fast forward 10 seconds
- **3 3** to fast forward to the end
- **4** to slow down messages
- **5** to get envelope information
- **6** to speed up messages
- **8** to return to normal mode
- **9** to increase volume

1	2 abc	3 def
Rewind	Pause/Resume	Fast Forward
4 ghi	5 jkl	6 mno
Slower	Envelope	Faster
7 pqrs	8 tuv	9 wxyz
	Normal	Louder
*	0	#
Cancel	Help	Skip

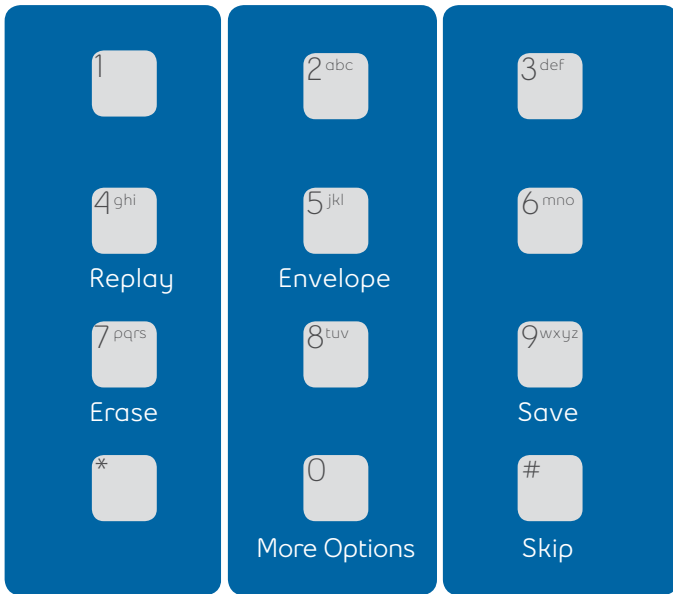


In a hurry? Some tips for getting through your messages faster: Just press **#** to skip a message and listen to it later, or **339** to fast forward to the end and save a message. And you can always speed up a message by pressing **6**.

After you've listened

You can do much more than just save or erase a message once you've listened to it. Press:

- 4 to replay
- 5 to get envelope Information
- 7 to erase
- 9 to save
- 0 for more options



Envelope information is the date, time and length of the call. It also tells you the phone number of the caller, if the number is displayed.

Your Messages, Your Way

Voicemail puts you in control. We provide a variety of personal options meant to help you get the most out of your time at work and your time away.

Changing your greeting

- From the Main Menu, enter **4 3 1** and follow the instructions,
Choosing 1 will put a standard system greeting in place
Choosing 2 will allow you to record a personal greeting

Changing your password

- From the Main Menu, enter **4 2 1 1** and follow the instructions.

Power keys (skip or correct messages)

- These convenient controls are always at the ready:
 - #** key to skip a message
 - *** key to correct a mistake

Setting up a notification schedule

Heading out on vacation or changing your schedule for a few days? Before you do, you can arrange to have Voicemail notify you at a new number, and to return to your usual notification schedule whenever you want. This service works for local telephone numbers, as well as pagers. It's just one of the ways that this feature can help you.

To set up out call notification schedule

- Press **4 4 1**

To turn out call notification on or off

- Press **4 1 1**

Press:

- **1** for first schedule
- **2** for second schedule
- **3** for temporary schedule

Once you've selected a schedule

- Press **1** to update a notification schedule.
- Press **2** to cancel a notification schedule.
- Enter the telephone number where the system can reach you (either a regular telephone or pager number).
- Enter a weekday notification schedule.
- Select whether you want to receive all messages or just the urgent messages.
- Select how much time you want to lapse between the call and the delivery of the notification; you can choose different times for urgent and non-urgent messages.
- Press **1** to confirm the schedule.
- Press **2** to change the schedule.

Deleted Message Recovery

The Deleted Message Recovery feature allows you to recover a message that you deleted. **The recovery must be done in the current voicemail session - once you exit the voicemail system, the message cannot be recovered.** At the end of message review, you will be given the option to "Check Erased Messages" by pressing 1-9. Once in the erased message review, you have the option of pressing **7** to delete, press **8** to reply to the message or press **1** and then **9** to save the message. If you press **7** to delete, the message will be permanently deleted from the system.

Quick Keys

Quick Keys in your Voicemail Menu

- Press *98 to access your mailbox
- Press 1 to listen to your messages
- Press 4 to change your personal options
- Press 4, 2 for Administrative Options
- Press 4, 3 to customize your greeting
- Press 5 for envelope information
- Press 7 to erase a message
- Press 9 to save a message
- Press # to skip a message
- Press * to return to the Main Menu

When Listening to Your Messages

- Press 1 to rewind the message by 10 seconds
- Press 1, 1 to rewind the message to the beginning
- Press 2 to pause the message for 20 seconds, and press 2 again to restart
- Press 2, 2 to continue to pause
- Press 3 to fast forward the message by 10 seconds
- Press 3, 3 to fast forward to the end of the message
- Press 3, 3, 7 to fast forward to the end of the message and erase it
- Press 3, 3, 9 to fast forward to the end of the message and save it
- Press 4 to play a message more slowly
- Press 5 for envelope information
- Press 6 to play a message more quickly
- Press 8 to restore normal volume
- Press 9 to increase volume
- Press 0 to replay instructions

Setting up the voicemail-to-email feature

- Select the Voicemail-to-Email link from our website under the On-Line Tools on the left hand side of the screen.
- You are required to enter your 10-digit phone number (3-digit area code and 7-digit phone number).
- Enter your voicemail password — your voicemail password is the password that you use to listen to messages, and is the password you created when you first set up your new voicemail.
- Selecting the check box beside, “Remember this phone number?” will save your phone number for the next time you return to the Voicemail-to-Email login page, and you will only need to enter your password.
- You will be prompted to answer five separate “challenge questions”. These will be stored within the system in the event that you have forgotten your password.
- By selecting “Forgot your password?” you will be directed to the challenge questions and be required to answer them in order to reset your password.

The screenshot shows the 'Voicemail-to-Email Service' login interface. On the left, there is a sidebar with a 'Login' header and a 'Not currently subscribed?' section containing links for 'Learn more about Voicemail-to-Email' and 'Voicemail User Guide'. The main content area is titled 'Welcome to Voicemail-to-Email' and includes the instruction 'To login enter your phone number and voicemail password below:'. It features a 'Phone Number' field with three input boxes and a placeholder '(e.g. 555-555-5555)', a 'Remember this phone number' checkbox, a 'Voicemail password' field, and a 'Login' button. A link for 'Forgot your password?' is located below the password field. At the bottom, there are links for 'Contact Us', 'Privacy & Security', and 'Legal & Regulatory', and a copyright notice '© 2012 Bell FoneOP' in the bottom right corner.

Once you have successfully logged in, you will be presented with the Welcome Page. This page shows a summary view of your voicemail messages; specifically the number of messages that are New, Private or Urgent. In addition, there are links on the left hand side of the page that will allow you to manage your voicemail and change your Voicemail-to-Email "Options".

A list of Frequently Asked Questions is also available within the application presented on the left hand side. These are available throughout each page, and offer a list of common questions and their answers.

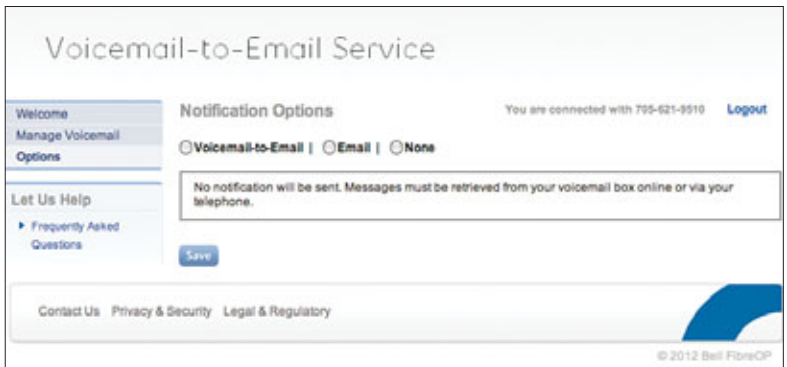
You can go directly to your voicemail messages when you login, just select the check box beside "Go directly to my voicemail inbox the next time I login". If this is selected, you will not be taken to the Welcome page, and will be directed to your voicemail messages upon Login. Selecting the text for "new voice messages," "urgent", or "saved messages", will take you to your voicemail messages. Depending on which of the three was selected, only those messages will be displayed (E.g., if you select "new voice messages", you will only be see new messages, etc.).

Entering a phone number in the "Search My Voice Messages by Phone Number" field will only display messages from that number.

The screenshot shows the 'Voicemail-to-Email Service' Welcome page. At the top, it says 'Voicemail-to-Email Service' and 'Welcome'. On the right, it indicates 'You are connected with 705-421-8510' and a 'Logout' link. The left sidebar contains navigation links: 'Welcome', 'Manage Voicemail Options', and 'Let Us Help' (with sub-links for 'Frequently Asked Questions' and 'Voicemail User Guide'). The main content area, titled 'My Voicemail', shows 'You Have' with three items: '(1) new voice messages', '(0) are urgent', and '(0) saved messages'. Below this is a search box labeled 'Search My Voice Messages by Phone Number:' with a 'Go' button and a note '(eg. 5555555555 without spaces)'. At the bottom of the main area is a checkbox for 'Go directly to my voicemail inbox the next time I login'. The footer includes 'Contact Us', 'Privacy & Security', 'Legal & Regulatory', and a copyright notice '© 2012 Bell FlowOP'.

Options

Clicking on “Options” on the left hand side will take you to the following list: Notification Options, Miscellaneous Options, Security Options.



Through Notification Options, you can change how you are notified by email when you receive a new voicemail message. Choices include:

Notification Option: Voicemail-to-Email

This option allows you to receive email notification when a new voicemail message is left. A copy of the message is included in the email. The email can be delivered to up to 3 different email addresses (Email Address 1, 2, & 3).

Notification Option: Email

This option allows you to be notified by email when a new voicemail message has been left. Email Notification can be delivered to up to three different email addresses (Email Address 1, 2, & 3).

Both of these notification options also allow you to control how your voicemail messages are treated after they are forwarded to your email addresses.

Options include:

- Forward and Save, Forward and Delete, and Forward and Mark Unread.
- Forward and Save — With this option enabled, your voicemail will be forwarded to your email address(es) and will also remain in your voicemail mailbox. The message waiting light on your phone will not flash. You will be able to listen to messages either online, or through the telephone.
- Forward and Delete — With this option enabled, your voicemail will be forwarded to your email address (es) and removed from the voicemail system.

IMPORTANT: all messages will be removed from your voicemail — you will NOT be able to listen to messages online, or through the telephone. When using this option, please ensure your email address is active and able to receive email, or you risk not receiving your message.

- Forward and Mark as Unread — With this option enabled, your voicemail will be forwarded to your email address(es) and will also remain in your voicemail. The message waiting light on your phone will flash until you listen to your messages online, or through the telephone.

Notification Option: None

Selecting the “None” radio button will disable the delivery of any email messages.

Miscellaneous Options

Miscellaneous Options available include: Date and Time Playback, Prompt Level, and Message Waiting Indication. These options are also available through your telephone.

- Date and Time Playback — When the check box is selected for this option, the date and time will automatically play while you are listening to messages over the phone. To disable Date and Time Playback, uncheck the check box, and click “Save.”

- Prompt Level — This option determines the level of detail that you hear while navigating Voicemail over the phone.

Levels include: Standard, Rapid, and Extended.

- ‘Standard’ lets you hear the basic Voicemail options.
- ‘Rapid’ assumes you are more familiar with the voicemail system.
- ‘Extended’ lists in detail every available option.
- Message Waiting Indicator — When the check box is selected for this option, you will be given a “stuttered dial tone” when a new voicemail has been left. If you have a message waiting light on your phone it will also be activated. Un-checking this box will disable any type of message waiting indication when a new message has been received.

Security Options

In Security Options, you can change your password, and challenge questions.

To change your password, follow these steps:

- Select “Options”, and then “Security Options” from the left hand navigation. This will take you to the “Security Options” screen.
- Select “Change your password”.
- Enter your current password.
- Enter your new password. Passwords must be 6-15 characters in length, and can only be made up of numbers –letters will not be accepted.
- Re-enter your new password.
- Select “Save”. The word “Saved” will appear at the top of the screen.

IMPORTANT: If you change this password, this will also change the password needed to listen to messages over the phone.

To change your challenge question

To change your challenge questions, follow these steps:

- Select “Options”, and then “Security Options” from the left hand navigation. This will take you to the “Security Options” screen.
- Select “Challenge Questions”.
- You will be presented with three different drop down fields and three corresponding answer fields.
- Select three challenge questions that you wish to use in the event that you forget your voicemail password.
- Select “Save”.

Listening to your Voicemail

When a new voicemail is left for you, you will receive an email in your inbox. The email you receive will inform you of the time and date that the voicemail was left, the phone number of the caller who left the message, and the priority of the message (Urgent, Private, Normal).

Depending on the notification option you have selected you will receive the following;

If you selected Voicemail-to-Email

You will receive a .WAV file as an attachment in your email inbox. Clicking on the attached message will open an audio player (such as Windows Media Player) and will begin to play the voicemail message through your computer speakers. Messages received in your email can also be saved permanently to your computer.

If you selected Email

You will receive an email notification that a new message has been left in your mailbox. You can check your messages over the phone or you can click on the “voicemail service” link included in your email to check your messages online.

Managing your Voicemail

Selecting “Manage Voicemail” from the left hand side will take you to the following lists:

- The “Messages” screen shows your voicemail messages, and displays the Priority of the message (Urgent, Private, Normal), the sender of the message (From), the Subject (displays whether this was a call, or if the message was forwarded), the Date and Time that the message was left, as well as the length of the message in seconds. Clicking on any of these headings will sort your voicemail by the heading that was selected.

The screenshot shows the "Voicemail-to-Email Service" interface. On the left is a navigation menu with "Welcome", "Manage Voicemail", "Messages", "Options", and "Let Us Help". The main area is titled "Messages" and shows "You are connected with 705-621-9910" and a "Logout" link. Below this is a "Display" dropdown menu set to "New Messages" and a search box for a phone number. The main content is a table of messages with columns for "Delete", "From", "Subject", "Date & Time", and "Length".

Delete	From	Subject	Date & Time	Length
<input type="checkbox"/>	Sheila Test	call from 5066338253	8:31:02 AM ADT	3 Secs
<input type="checkbox"/>	5066338250	call from 5066338250	8:30:23 AM ADT	1 Secs
<input type="checkbox"/>	5066587676	call from 5066587676	8:29:21 AM ADT	1 Secs
<input type="checkbox"/>	5066338252	call from 5066338252	8:28:58 AM ADT	1 Secs

Legend: Private Urgent Click icon to listen to your message

Contact Us Privacy & Security Legal & Regulatory

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Selecting the “Display” drop down menu will filter your messages and will only show those messages that meet this criteria. Filtering options include “private messages”, “urgent messages”, “normal messages”, “new messages”, “saved messages”, and “all messages. Selecting “All” will revert to displaying all your voicemail messages. Entering a phone number will also filter your messages and will only show those messages from the number you have entered.

Playing a message

- From the “Messages” screen, select the speaker icon beside the voicemail message you wish to listen to.
- A new window will open prompting you to Open, Save or Cancel.
- Select “Open”.
- Windows Media Player will open and begin playing the message.

IMPORTANT: If Windows Media Player is not set as your default player a different media player may open and play the message.

Saving a message

- From the “Messages” screen, select the speaker icon beside the voicemail message you wish to listen to.
- A new window will open prompting you to Open, Save or Cancel.
- Select “Save”.
- A window will open prompting you to save the message.
- Name the message, and specify the location on your computer where you wish to save the audio file.
- Select “Save”.

Deleting a message

- From the “Messages” screen, click on the box on the left side of the message — A check box will appear.
- Select “Delete” from the top left hand side of the Messages banner — The message is deleted.
- Selecting multiple check boxes prior to selecting “delete” will delete multiple messages at the same time.

Voicemail Plus

Voicemail Plus can be added to your current voicemail plan, and it allows for additional storage and features. Voicemail Plus holds 60 messages for 90 days with messages up to 5 minutes in length. There are also additional features, such as mailbox extensions allowing up to 4 users to access their own mailbox sharing mailbox storage and a consolidated voicemail box for two landline numbers.

Setting up Mailbox Extensions

The first time you log into a mailbox with extension, you are prompted to press **4** (Personal Options), then **9** (Add or Delete Extension Mailboxes). This can be done after the initial logon as well.

To add or delete an extension mailbox

At the Main Menu:

- Press **4** for personal options
- Press **9** for extensions

- Press **1** to add an extension
- Press **3** to delete an extension
- Press **2** to add or delete another extension

Extensions can be numbered **1**, **2** or **3**.

Voicemail Plus - at a Glance

