

BellAliant

Voice mail User Guide

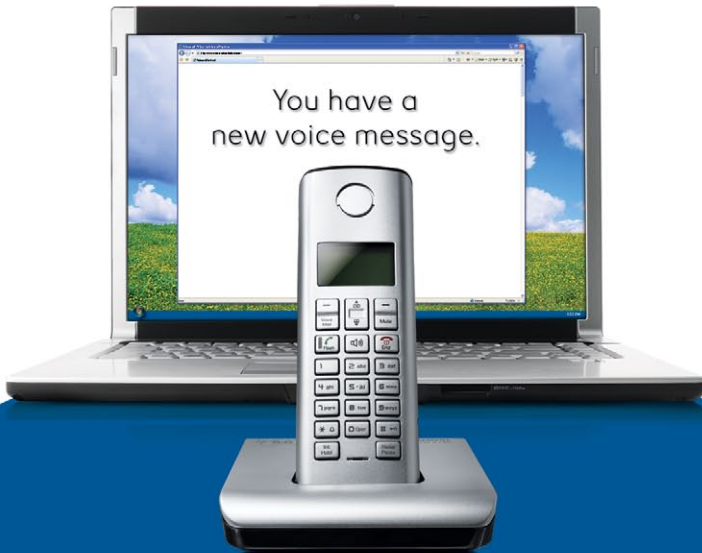


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Voicemail

Bell Aliant Voicemail automatically takes messages when you are away or on the telephone. Voicemail allows you to forward or send a message to those hard to reach people. You can send any incoming or outgoing messages to one person or to a group of people – at the touch of a button. 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 Bell Aliant Voicemail Access Number is:

1 888 576-0033 (English) • 310-MAIL (6245) (English)

1 888 576-1133 (French) • 310- PSTE (7783) (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 your busy and no answer greetings, 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 voicemail of (your name) at (Your company or organization). It is (today's date) and I am in the office but unavailable to take your call at the moment. At the tone please leave a detailed message and I will return your call as soon as possible".

That's all it takes to personalize your Bell Aliant 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 desk 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 the office.

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

At your own phone

- Call Voicemail using your *99 Access Code (where applicable) or press the message button on your phone.
- Enter your password

Easy Access and for outside Canada

- Dial your phone number, wait for your Personal Greeting, then during your greeting press 5 and enter your password

At another phone

Using the following numbers in Atlantic Canada:

- 310-MAIL (6245) - English
- 310-PSTE (7783) - French

Using your Toll Free Access Number anywhere in Canada:

- 1 888 576-0033 - English
- 1 888 576-1133 - 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
- **6** to send a copy of the message to someone else
- **7** to erase
- **8** to send a reply to a message left by another Voicemail user
- **9** to save
- **0** for more options

Etiquette tip: Give top priority to any urgent messages, but try to respond to all messages within two hours of listening to your voicemail.



1	2 abc	3 def
4 ghij	5 klm	6 mnop
Replay	Envelope	Forward a Copy
7 pqrs	8 tuv	9 wxyz
Erase	Reply	Save
*c	0	#
	More Options	Skip

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.



Sending a Message

It's after hours

Or you don't have time to chat. Maybe you want to leave a little reminder for yourself. Or you need to reply to a message or forward a copy to someone else. What do you do?

Send a voice message

It's fast — compare it to the time it takes to compose and send an email. It's reliable — written notes can be misplaced. And it's personal — your message, your words and your voice.

To send a message

At the Main Menu:

- Press **2** to send a message (record your message)
- Press **#** key to signify the end of a message
- Enter the 10-digit mailbox number of the destination mailbox and, if you wish, add one of the delivery options noted below
- Press **#** key to send message to mailbox number

After you've entered the number, you can choose from these extra delivery options:

- **1** to send Private messages (these cannot be forwarded to anyone else)
- **2** to send Urgent messages (these are placed at the beginning of the receiver's message line-up)
- **3** for Message Confirmation
- **4** for Future Delivery



Oops! Make a mistake while leaving a message? You can press the ***** key at any time, to cancel and re-record your message.

To reply to a message

At the end of the message:

- Press **8** to respond to the message
- Record your reply and press **#** key
- Press **#** key again to send your reply
- Press **7** to erase the original message, or
- Press **9** to save it in message archives



Voicemail makes it easier to get in touch with hard-to-reach people.

To forward a copy of a message:

- Press **6** to send a copy to somebody else
- Record any instructions or comments
- Press **#** key
- Enter the mailbox number you want to forward the message to
- Press **#** key to send the copy

Etiquette tip: When you get a message that needs someone else's attention, forward it to that person as soon as possible (unless there is some reason why your caller wouldn't want you to).



Sending a Message to a Group

You can use a Group Distribution List to get important messages to a wider audience. You can create up to 10 lists with a combined total of up to 250 mailboxes.

Setting up group distribution lists

- From the Main Menu, enter **4 2 1 2 1** to create a group distribution list
- The system will prompt you for a 2-digit number (between 11-25) to assign to the list you are creating
- Record the name of the list and press **#**
- Enter the 10-digit mailbox numbers of each person you want to be on the list
- Press ***** key to exit and save the complete list

Your lists

- From the Main Menu, enter **4 2 2 2** to edit a group distribution list
- Enter the 2-digit number of the list you may want to edit
- Press **1** to listen to the names on the list.
- To add or remove a name, enter the mailbox number
- Press ***** key to exit and save the complete list

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.



You can use your greeting to give callers a daily report that tells them the date, and whether you'll be in or out of the office on that day. And with remote access, it's easy to change your greeting when you're not at work.

Changing your greeting

- From the Main Menu, enter **4 3 1 1** (Busy Greeting), or **4 3 1 2** (No Answer Greeting) and follow the instructions

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

Going away? (extended absence greetings)

Voicemail will handle your calls. You can record an extended absence greeting. Unlike your regular greeting, this can't be skipped over by callers — making sure they know that you're away. From the Main Menu, just enter:

- **4 3 2** and record your extended absence greeting
- Press **#** if you are satisfied with your greeting
- Press ***** if you would like to re-record your greeting
- Press **1** if you would like to re-play your greeting

Staying in touch by phone or pager

Maybe you're at home. Or taking calls on your pager. When a new message is left in your mailbox, Voicemail can notify you by calling you at a telephone number or paging number that you choose.

Setting up a notification schedule

Heading out of the office 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

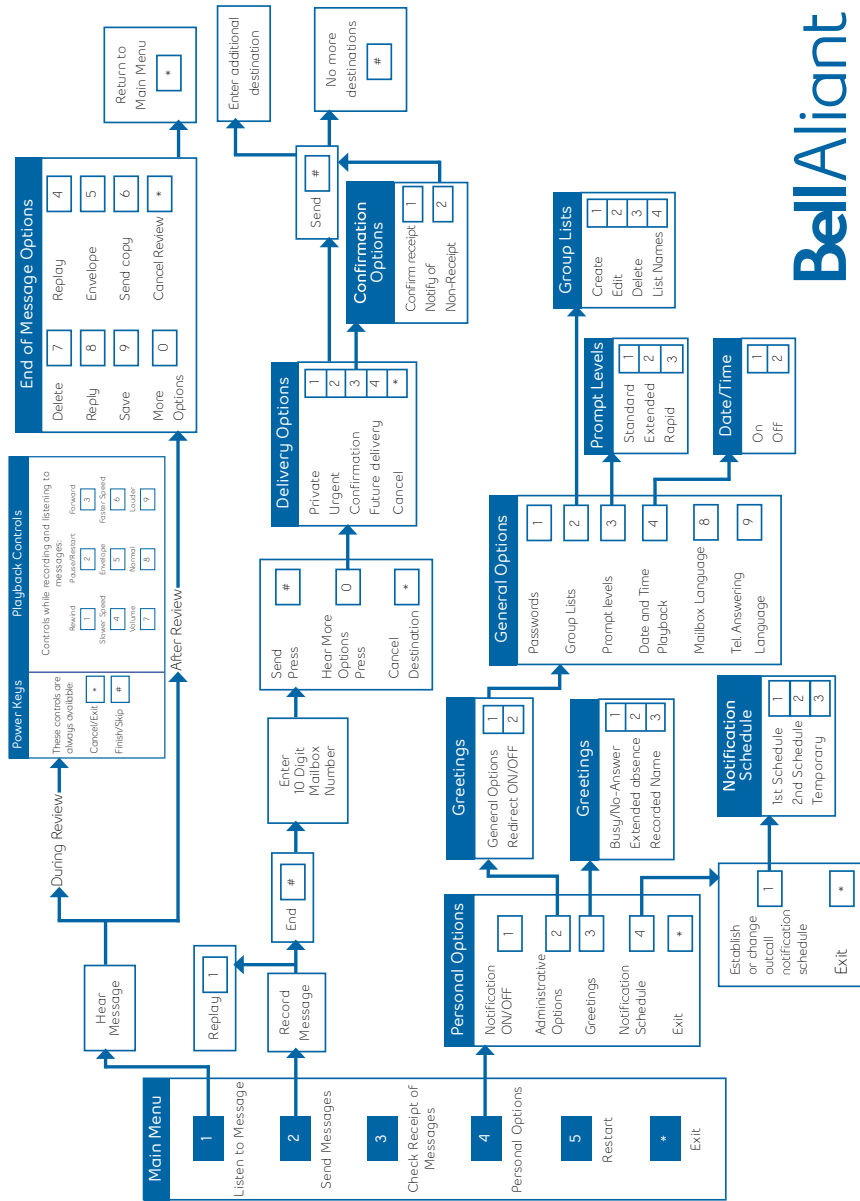
Quick Keys in your Voicemail Menu

- Press *99 to access your mailbox
- Press 1 to listen to your messages
- Press 2 to send a message
- Press 3 to check receipt of a message
- 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 6 to forward a message
- Press 7 to erase a message
- Press 8 to reply to 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

Voicemail - at a Glance

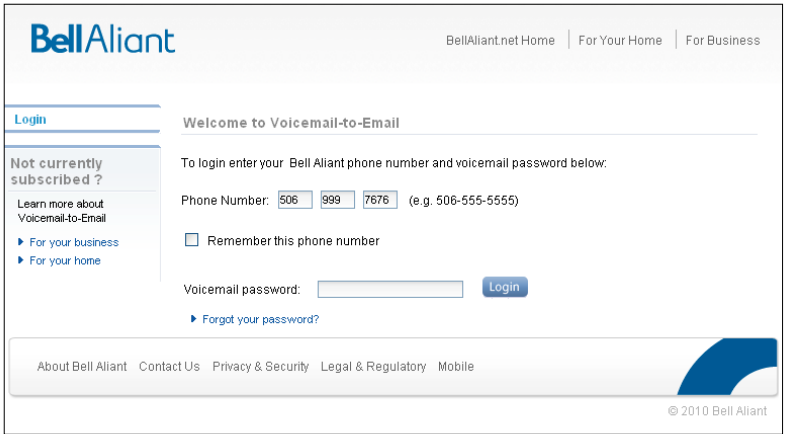


Listening to your Voicemail

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). 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.

Setting up the voicemail-to-email feature

- From bellaliant.net, select the Voicemail-to-Email link on the bottom right 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 Bell Aliant 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.



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 they 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.

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Welcome You are connected with 506-999-7676 **Logout**

Manage Voicemail
Options

Let Us Help
▶ Frequently Asked Questions

My Voicemail

You Have

- ▶ (5) new voice messages
- ▶ (0) are urgent
- ▶ (1) saved messages

Search My Voice Messages by Phone Number: **Go**
(eg. 5065555555 without spaces)

Go directly to my voicemail inbox the next time I login

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Options

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

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Welcome You are connected with 506-999-7676 **Logout**

Manage Voicemail
Options
Notification Options
Miscellaneous Options
Security Options

Let Us Help
▶ Frequently Asked Questions

Notification Options

Voicemail-to-Email | Email | None

An email notification will be sent advising you that a new voicemail message has been left, the time and date of the voicemail message, and who left the message. You will not receive a voicemail message in your email – messages must be listened to either online, or through the telephone.

Email Address(s)

Email Address 1: e.g: janedoe@bellaliant.ca
Email Address 2: (optional)
Email Address 3: (optional)

Save

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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

Voicemail-to-Email allows you to send your voicemail to up to three email addresses. Three fields are available (Email Address 1, 2, & 3) where you can enter the email addresses where you wish to direct your voicemail.

Voicemail-to-Email also allows 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: Email

This option allows you to be notified by email when a new voicemail message has been left.

By selecting the Email radio button, an email notification will be sent advising you that a new voicemail message has been left, the time and date of the voicemail message, and who left the message. You will not receive a voice mail message in your email — messages must be listened to either online, or through the telephone.

Email Notification allows you to receive notification of voicemail to up to three different email addresses. Three fields are available (Email Address 1, 2, & 3) where you can enter the email addresses where you wish to direct your voicemails.

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 Note:

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”.

Managing your Voicemail

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

- Messages, Compose, Distribution 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.

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Welcome | Messages | You are connected with 506-999-7676 | Logout

Manage Voicemail
Messages | Compose | Distribution Lists | Options

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Frequently Asked Questions

Display: All Messages | OK | Search a phone number: eg 5065555555 (no spaces) | OK

Delete Reply Forward					Pages 1
		From	Subject	Date & Time	Length
<input type="checkbox"/>		5066587676	call from 5066587676	August 23, 2010 12:04:34 PM	1 Secs
<input type="checkbox"/>		5066587676	call from 5066587676	August 23, 2010 12:01:38 PM	4 Secs
<input type="checkbox"/>		5066587676	call from 5066587676	August 23, 2010 12:01:21 PM	1 Secs
<input type="checkbox"/>		5069997676	call from 5069997676	August 23, 2010 5:41:23 AM	1 Secs
<input type="checkbox"/>		5066587676	call from 5066587676	August 20, 2010 3:02:14 PM	1 Secs
<input type="checkbox"/>		5066587676	call from 5066587676	July 7, 2010 3:19:39 PM	1 Secs

Delete | Reply | Forward | Pages 1

Legend: = Private | = Urgent | = Click icon to listen to your message

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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 Note:

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

Forwarding or replying to a message

Similar to forwarding a message by pressing “6” from the telephone, or replying to a message by pressing “8” you can forward or reply to messages using Voicemail-to-Email from the Web


- From the “Messages” screen, click on the box beside the message — A check box will appear
- Select “Forward” from the top left hand side of the Messages banner if you want to forward a message, or select “Reply” if you want to reply to a message
- You will be taken to the “Compose” screen
- Follow the steps in the “How do I compose a message” section to create your introduction message. If forwarding a message, selecting “Send” will send your introduction along with the original message to the recipient(s) you specified. If replying to a message, selecting “Send” will send your response to the recipient(s) you specified

Please Note:

Private messages can also be forwarded with Bell Aliant Voicemail-to-Email.

Composing a message

Similar to creating a message by pressing “2” from the telephone, Bell Aliant Voicemail-to-Email allows subscribers to create a message and send to one or many recipients.


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Welcome

Manage Voicemail

Messages

[Compose](#)

Distribution Lists

Options

Let Us Help

► Frequently Asked Questions

Compose
You are connected with 596-999-7676 [Logout](#)

Voice Attachment

1. To create your message first open Windows Sound Recorder. Windows Sound Recorder can be found at Programs/Accessories/Entertainment on most Windows PCs. Ensure that you have a working microphone connected to your computer.
2. Create a recording, and select “Save As,” name the message, and where it states, “Format” change the settings to: 8,000 KHz / 8 bit / Mono
PLEASE NOTE: Saving recordings in a format other than 8,000 KHz, 8 bit, Mono will create a message of poor quality - in some cases the message may become distorted
3. Save your message
4. Go to Browse, locate the message on your computer, and select “Open.” Your message is now attached and ready to be sent


Attach File:

Enter the telephone number where you want to send your message. You may send to multiple phone numbers by separating each phone number with a comma (,). To send to a Distribution List select one or more from the list. You can de-select by holding the CTRL key on your keyboard when clicking on the Distribution List.

Mailbox:

Priority: Normal

List: Distribution List 11
Distribution List 12

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- To create your message, first open Windows Sound Recorder. Windows Sound Recorder can be found at Programs/Accessories/Entertainment on most Windows PC's.
- Ensure that you have a working microphone connected to your computer.
- Create a recording, and select "Save As."
Note: Saving recordings in a format other than 8.000 kHz, 8 bit, Mono will create a message of poor quality. In some cases the message may become distorted.
- Name the message.
- Where it states, "Format" ensure you change the settings to: 8.000 KHz / 8 bit / Mono.
- Save your message.

Sending a message

- From Voicemail>Compose, select "Browse" where it says attach file, locate the message on your computer, and select "Open."
- Add a 10-digit number – this is the phone number of the person to whom you wish to send the message.
- You may also send to a distribution list(s). To do so, left click on one of the available distribution lists. The highlighted distribution list will receive the message.
- To send to multiple distribution lists, hold down the Ctrl key and left click on the lists you want to send to.
- Select "Send."
- A message will appear at the top of the screen stating "Send Successful."
- To quit sending to a distribution list, hold down the Ctrl key while left clicking with your mouse. This will deselect the distribution list. Only the highlighted distribution lists will receive the message.

Note: The phone number or number in the distribution list must subscribe to Bell Aliant phone service for the message to be successfully delivered.

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Welcome **Distribution Lists - View/Edit** You are connected with 506-999-7676 **Logout**

Manage Voicemail **Manage Distribution Lists** **Create New List** | **Update Details**

Messages
Compose
Distribution Lists
Options

Let Us Help
▶ Frequently Asked Questions

To create a Distribution List select "Create New List" from the top right hand side of the banner.

Choose Distribution List to View/Edit: 11

Label: soccer team

Notes:

Phone Book / Distribution Lists **Delete List**

Current List (0): Empty

Add A Phone Number:

Add
(eg. 5065555555)

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Creating a distribution list

- Select "Distribution Lists" from the left hand navigation. This will take you to the "Distribution Lists" screen.
- You have up to 15 distribution lists that you can create with up to a total of 375 entries (the total entries across all of your distribution lists can not exceed 375 phone numbers). Also, there is a limit of 250 phone numbers for a single distribution list.
- Distribution lists are numbered 11, for the first distribution list, 12 for the second, and so on. The available numbers for distribution lists range from 11-25.
- To create a distribution list, select "Create New" from the "Distribution List" screen. You will be taken to the "Create New Distribution List" screen.
- You will be prompted to select a number from the list of available distribution lists.
- You can apply a Label to the list in order to name it (E.g., Golf Foursome, etc.). This name should be meaningful so that you remember the purpose for this list. Your Label should not exceed 20 characters.

- You can also add notes to each distribution list. This can be descriptive text that can be used to remind you of the purpose of the specific distribution list. Your note must not exceed 31 characters.
- Once these steps are completed, select “Save”. You should see the words “GDL Updated.”
- You can now use your new distribution list.
- After saving the distribution list, you are returned to the “Manage Distribution Lists” screen.

Managing a distribution list

- Select the Distribution List you created from the drop down menu.
- Enter a 10-digit phone number and select “Add.”
- Continue until you have entered all phone numbers you wish to have in the distribution list.
- If you wish to remove a phone number from the distribution list, selecting “Remove” beside the phone number will remove that number from the list.
- Once you have finished making the changes, select “Update details” and the changes you made to the Distribution List will be saved.

Editing a distribution list

- You can also edit or make changes to existing Distribution Lists. Selecting “Distribution Lists” will take you to the “Manage Distribution Lists” screen.
- Select the distribution list from the drop down menu for the list you want to edit.
- If you want to add a phone number, enter a 10-digit phone number and select “Add.”
- Continue until you have entered all phone numbers you wish to include in this distribution list.
- If you wish to remove a phone number from the distribution list, select “Remove” beside the phone number. This will remove that number from the list that is being edited.

Editing labels and notes

- You can also update the Label and Notes. Your label should not exceed 20 characters, and notes must not exceed 31 characters.
- Once you have finished making the changes, select “Update details” and the changes you made to the label or note will be saved.

Other information

- ‘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.

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. Voicemail Plus also allows you to create up to 15 distribution lists with a combined total of up to 400 mailboxes.

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

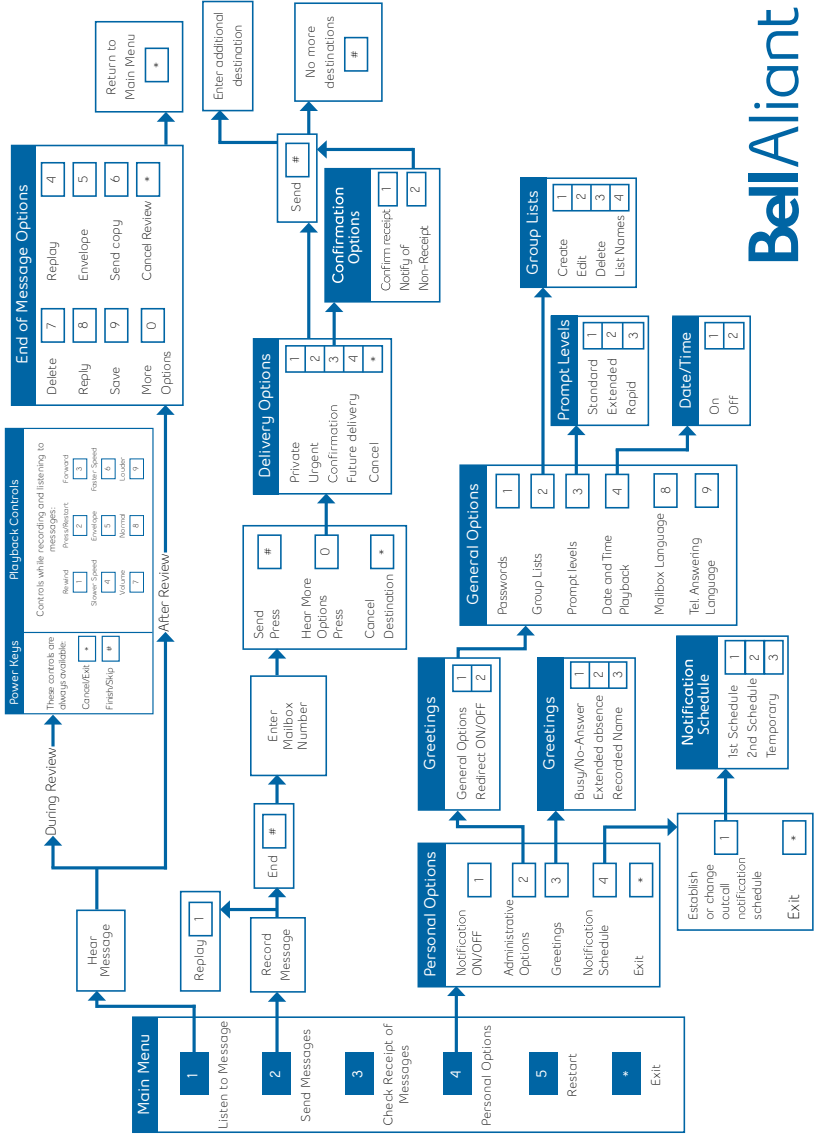
At the Main Menu:

- 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



Call Forward Access Numbers

The following are used to Call Forward to the Bell Aliant Voicemail system in your area.

To determine your Call Forward number, locate your local exchange in the left hand column.

New Brunswick Centers	Local Forwarding Number
Bathurst	546-6677
Campbellton	759-0900
Caraquet	727-4140
Edmundston	735-8409
Fredericton	455-2283
Grand Falls	473-6350
Miramichi	622-4035
Moncton	855-8278
Richibucto	523-4430
St. Stephen	466-5089
Sussex	433-2888
Woodstock	328-3703
Saint John	632-2006

Nova Scotia Centers	Local Forwarding Number
Halifax	475-1929
Sydney	562-6273
Ingonish	285-2583
Kentville	678-7032
Whycocomagh	756-3473
Windsor	792-2679
Truro	893-1088
Arichat	226-1036
Cheticamp	224-2238
Antigonish	863-6287
Hopewell	923-2618
Amherst	661-0603
Queensport	358-2088
Sheet Harbour	885-2779
Bridgewater	541-1248
Pubnico	762-0532
Port Mouton	638-3187
Shelburne	875-1649
Metagan	645-2145
Digby	245-6013
Middleton	825-6282
Parrsboro	254-3065
Clark's Harbour	745-1236
Blandford	228-2147
Carleton	761-2655
Goldboro	387-2031
Kennetcook	362-2027
Lake Charlotte	845-2125

Call Forward Access Numbers

L'Ardoise	587-2035
Mulgrave	747-2116
Pictou	485-5480
Sherbrooke	522-2126
Shubenacadie	758-4012
St. Ann's Bay	929-2007
Wallace	257-2060
Wedgeport	663-2132

Prince Edward Island Centers Local Forwarding Number

Charlottetown	892-2681
Summerside	436-2448
Alberton	853-4236
Souris	687-2517
Montague	838-3050

Newfoundland Centers Local Forwarding Number*

St. John's	739-4186
Clarenville	466-1320
Gander	234-9409
Grand Falls	489-3521
Corner Brook	637-1006
Port Aux Basques	695-2610
Stephenville	643-2164
St. Anthony	454-1071
Bonavista	468-1405
Carbonear	596-1105
Lower Island Cove	584-3022
Burin	894-4306
Bay Roberts	786-1109
Arnold's Cove	463-1329
Baie Verte	532-2212
Bay L'Argent	461-2089
Beaumont	264-3122
Belleoram	881-2160
Black Tickle	471-8815
Botwood	257-2481
Boyd's Cove	656-3159
Brent's Cove	661-5114
Brig Bay	528-1326
Buchans	672-2126
Burgeo	886-1380
Burlington	252-2237
Cape Broyle	432-2367
Carmanville	534-2068
Cartwright	938-7113
Centreville	678-2008
Chance Cove	460-2102
Change Islands	621-2194
Chapel Arm	592-2317

Call Forward Access Numbers

Charlottetown (Bonavista Bay)	664-3107
Charlottetown (Labrador)	949-0329
Churchill Falls	925-3498
Clarke's Head	676-2113
Conche	622-3169
Cottrell's Cove	485-2019
Cow Head	243-2075
Daniel's Harbour	898-2021
Deer Lake	635-1184
Eastport	677-2246
Englee	866-2123
Fairhaven	878-4136
Fleur de Lys	253-2165
Flower's Cove	456-2216
Fogo	266-1022
Francois	842-3119
Gambo	674-4219
Garden Cove	549-2168
Grand Bruit	492-2101
Grandois	423-2005
Hampden	455-2116
Happy Valley - Goose Bay	896-1189
Harbour Breton	885-2156
Hare Bay	537-2022
Hawke's Bay	248-4048
Heart's Content	583-2039
Hermitage	883-2106
Hillgrade	628-5051
Hopedale	933-3442
Horwood	671-2244
Jackson's Arm	459-2173
King's Cove	447-2160
King's Point	268-2150
L'Anse Au Loup	927-5039
Labrador City - Wabush	282-3047
Ladle Cove	670-2128
Lamaline	857-2044
LaPoile	496-0199
Leading Ticks	483-2010
Lewisporte	535-2247
Little Bay Islands	626-3105
Makkovik	923-2135
Mary's Harbour	921-6212
McCallum	846-2104
Millertown	852-2215
Milltown	882-2178
Monkstown	356-3120
Mount Carmel	521-2092
Musgrave Harbour	655-2063
Nain	922-1114
Natuashish	478-2010

Call Forward Access Numbers

New Chelsea	586-2553
New Harbour	582-2049
Nipper's Harbour	255-3101
Norman's Bay	988-4210
Pacquet	251-3137
Paradise River	845-5218
Petit Forte	428-3104
Pinsent's Arm	951-2219
Point Leamington	484-3219
Pool's Cove	665-3155
Port Albert	241-3211
Port Hope Simpson	960-0225
Port Rexton	464-2026
Postville	479-1018
Raleigh	452-2010
Rencontre East	848-3104
Rigolet	947-3472
Robert's Arm	652-2014
St. Brendan's	669-3109
St. Bride's	337-2049
St. Mary's	525-2042
Terra Nova	265-6180
Terranceville	662-2144
Trepassey	438-1006
Triton	263-2330
Wesleyville	536-2188
Whitbourne	759-2031
Williams Harbour	924-0240
Woody Point	453-2013

*Local forwarding numbers are listed for all areas of Newfoundland; however there are areas of NL where features, including voicemail, are not available yet.

