

Rogers

Voice Mail Guide

Easy step-by-step instructions to help you
get the most from your Voice Mail.



Voice Mail Made Easy

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Set up your Voice Mailbox

1. Press ***98** from the line with Voice Mail to reach the main menu. If you are unable to access the system with this code, enter your Voice Mail access number (please see list on page 14).
2. Enter your temporary password (your 10-digit area code and telephone number).

Choose your confidential password

3. For security reasons, you will need to enter a new password. (Passwords must be between 4 and 15 digits long.)

Record a personal greeting that will be heard by your callers

4. Record a standard system greeting that will be heard by your callers.
5. To accept your name as recorded, press **#**. To record your name again, press *****.
6. Press **1** to choose a pre-recorded standard system greeting that will let your callers know you are not available to take their calls.

Record a personal greeting that will be heard by your callers

If you have chosen to use the standard system greeting, your callers will hear the following: 'Your call has been forwarded to an automated voice message system. (Your name or telephone number) is not available. At the tone, please record your message.'

7. Record your greeting. The **#** key must be pressed to stop the recording.
8. To accept your greeting as recorded, press **#**.
To re-record your greeting, press *****.
9. Press **#** to exit. You can now send and receive messages through your Voice Mailbox.

Power keys

Power keys are designed to make it easier and faster to use Voice Mail. Take a few minutes to familiarize yourself with these keys:

Star ***** Key

Press ***** whenever you want to:

- | | |
|--|--------------------------------|
| >> Cancel what you are doing | >> Erase and re-record |
| >> Re-enter a destination number if you made a mistake | >> Return to the previous menu |
| >> Exit from the Main Menu | |

Pound **#** key

Press **#** whenever you want to:

- | | |
|---|------------------|
| >> Proceed immediately to the next step | >> Skip a prompt |
| >> Send a message | |

Getting Started

Zero **0** key

Press **0** when you:

- >> Need help or want more options
- >> Are in the Main Menu and wish to know the number of new and saved messages in your mailbox

Features A complete Voice Mail access number list can be found on page 14.

Reach your Voice Mailbox from your business phone

Press ***98** or enter your Voice Mail access number to reach the Main Menu:

1. Enter your password.
2. You are now in the Main Menu. You will be prompted to choose from a number of selections.

Reach your Voice Mailbox from another telephone number

1. Enter the Voice Mail access number for the area you are in.
2. Press **#** any time during the greeting to identify yourself as a subscriber.
3. Enter your mailbox number (your 10-digit area code and telephone number).
4. Enter your password.
5. You are now in the Main Menu.

Note: Long distance charges apply when you access your Voice Mailbox from outside your local calling area.

Check your messages

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When you have a new message in your mailbox, you will hear a stuttered dial tone when you pick up the receiver. On certain telephone models, you will also see a flashing indicator light.

You can continue to make or receive calls when the "message waiting" tone is sounding.

Your Voice Mailbox can store up to a maximum of 67 Voice Mail messages (see Extension Voice Mail for exceptions).

The Voice Mail service will announce how many new and saved messages are in your mailbox.

From the Main Menu

- >> Press **11** to listen to your messages.
- >> Press **9** to save a message.
- >> Press **7** to erase a message.
- >> Press **#** to skip a message and proceed to the next one.
- >> Press ***** to exit.

Features

Change your personal greeting

Once you've set up your personal greeting, you may want to change it from time to time - for example, to give the date or to let callers know your schedule for the day.

Press ***98** or enter your Voice Mail access number to reach the Main Menu:

1. Press **4** for Personal Options.
2. Press **3** to select Greetings.
3. Press **1** to select Personal Greeting.
4. Press **2** to record your greeting.
5. Press **#** to accept your greeting. The # key must be pressed to stop the recording.
Press ***** to re-record your greeting.
6. Press ***** to return to the previous menu.

If you prefer, you can select a standard system greeting that will inform callers you are unavailable.

To use a standard system greeting from the Main Menu

1. Press **4** for Personal Options.
2. Press **3** to select Greetings.
3. Press **1** to select Personal Greeting.
4. Press **1** to select Standard System Greeting.

Change your password

For security reasons, you may wish to change your password from time to time.

Press ***98** or enter your Voice Mail access number to reach the Main Menu:

1. Press **4** for Personal Options.
2. Press **2** for Administrative Options.
3. Press **1** for Passwords.
4. Enter a new password between 4 and 15 digits long.
5. Press **#** when finished entering the password.
6. Press ***** to return to the previous menu.

Features

Change your name

Press ***98** or enter your Voice Mail access number to reach the Main Menu:

1. Press **4** for Personal Options.
2. Press **3** to select Greetings.
3. Press **3** to select Name.
4. At the prompt, record your name.
5. Press **#** to accept your recorded name.
Press ***** to re-record your name.
6. Press ***** to return to the previous menu.

Select your prompt levels

We offer you a range of prompt levels to accommodate varying levels of familiarity with Voice Mail. Simply select the prompt level that meets your needs.

Press ***98** or enter your Voice Mail access number to reach the Main Menu:

1. Press **4** for Personal Options.
2. Press **2** for Administrative Options.
3. Press **3** for Prompt Levels.
4. Choose from the following:
 - >> Press **1** for Standard Prompts which guide you through most functions.
 - >> Press **2** for Extended Prompts which give more detailed instructions and cover all features.
 - >> Press **3** for Rapid Prompts which give brief instructions for all features.

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Turn the Message Waiting indicator On or Off

Press ***98** or enter your Voice Mail access number to reach the Main Menu:

1. Press **4** for Personal Options.
2. Press **1** to select Notification On/Off
3. Follow the voice prompts.

Features

Temporarily turn off Voice Mail so callers hear a busy signal

If you want callers to know you're in the office, but on the phone, you can turn off the Voice Mail service. Your callers will hear a busy signal.

1. Press ***91**.
2. Listen for the confirmation tone and hang up.

Your callers will now hear a busy signal when you're on the phone.

Turn Voice Mail back on

1. Press ***90**.
2. Listen for the confirmation tone and hang up.

Temporarily turn off Voice Mail so callers hear ringing

If you're waiting for an important call and don't want that call to go to Voice Mail or a busy signal, you can deactivate your Voice Mail service so that callers hear ringing until the call is answered.

1. Press ***93**.
2. Listen for the confirmation tone and hang up.

Your callers will now hear ringing until the call is answered.

Turn Voice Mail back on

1. Press ***92**.
2. Listen for the confirmation tone and hang up.

Select the number of times your phone will ring before Voice Mail answers

1. Press ***94**.
2. Listen for the confirmation tone.
3. Enter the number of rings desired (in seconds).

- | | |
|--------------------------------|---------------------------------|
| >> For 1 ring press 6 | >> For 6 rings press 36 |
| >> For 2 rings press 12 | >> For 7 rings press 42 |
| >> For 3 rings press 18 | >> For 8 rings press 48 |
| >> For 4 rings press 24 | >> For 9 rings press 54 |
| >> For 5 rings press 30 | >> For 10 rings press 60 |

4. Listen for the confirmation tone and hang up.

Note: Each ring lasts 6 seconds.

Features

You can use the following features to communicate with other Rogers Voice Mail subscribers:

Record and send a message

You can send messages to subscribers without ringing their telephones.

Press ***98** or enter your Voice Mail access number to reach the Main Menu:

1. Press **2** for Send Messages.
2. Record your message.
3. Press **#** when finished.
4. Enter the recipient's telephone number.
5. Press **#** to send the message or press **0** for delivery options. (see below)

Delivery options

- >> Press **1** to mark the message PRIVATE. (Only the recipient can listen to the message.)
- >> Press **2** to mark the message URGENT. (Urgent messages are played before all other messages.)
- >> Press **3** to receive MESSAGE CONFIRMATION. (You will be notified via voicemail when your recipient has listened to your message or if the message has not been heard.)
- >> Press **4** for FUTURE DELIVERY. (Send up to five messages up to 30 days in advance. All messages will be sent on the day you specify.)

After selecting one of the above Delivery options, press **#** to send your message.

Reply to messages

1. Listen to the entire message.
2. Press **8** for Reply.
3. Record your reply and press **#** when finished recording.
4. Press **#** to send the message.

Forward messages

1. Listen to the entire message.
2. Press **6** to Forward Message.
3. Record your introduction and press **#** when finished recording.
4. Enter the Voice Mailbox number of the recipient.
5. Press **#** to send the message.

Features

Create and manage Group Lists

Group Lists allow you to send messages to a group of recipients without having to enter each mailbox number.

Press ***9|8** or enter your Voice Mail access number to reach the Main Menu:

1. Press **4** for Personal Options.
2. Press **2** for Administrative Options.
3. Press **2** for Group Lists.
4. Press **1** to create a list. Enter a 2-digit number between 11 and 20 for each Group List.
5. Record the name of the Group List and press **#**.
6. Enter the mailbox number of each person on the list.
7. Press ***** to exit and save the list.

Note: You can set up 10 Group Lists, with up to 25 mailbox numbers per list. Simply repeat steps 4 to 7 for each list.

Enhanced Features

Auto Attendant Mailbox

Auto Attendant allows a company to automatically route incoming calls to the appropriate individual or department, without the need for costly additional phone equipment. Once you have setup this feature, it can be updated at any time. Up to nine routing options can be set up on the main greeting menu, with each option terminating on an extension or Voice Mailbox. For companies that require a more complex set up, multiple Auto Attendant features can be used to accomplish multiple routing option menus.

To Access the Auto Attendant Mailbox

1. Dial your Voice Mail access number (see list on page 14).
2. Press the **#** key to indicate you have a mailbox on the system.
3. Enter the 10-digit telephone number of your Auto Attendant Mailbox.
4. Enter your password and press **#**.

The first time you enter the Auto Attendant mailbox, you will be prompted to enter your temporary password. You will then be prompted to change that to a permanent password. Following this, you will be prompted to record the « Mailbox name ». Once completed you will be directed to the main menu. Please note that Auto Attendant will only route callers to numbers that are Local to the Auto Attendant mailbox - not to numbers that are Long Distance or Toll Free.

Enhanced Features

Autoplay

Autoplay is a Voice Mail feature that provides the subscriber with greater control over how messages are managed. By choosing the Autoplay function, subscribers can set up their Voice Mail to automatically play all new messages and either skip, delete or save messages once they have been played. This feature allows a subscriber to listen to and handle all their messages without ever having to press a button once the message playback has started.

How to Use Autoplay

Press ***98** or enter your Voice Mail access number to reach the Main Menu:

1. Press **4** for Personal Options.
2. Press **2** for Administrative Options.
3. Press **6** to turn Autoplay On or Off, or to reconfigure Autoplay.
4. Follow the prompts to configure Autoplay to desired specifications.
5. Return to Main Menu, or exit the system.

Cut-Through Paging

Cut-Through Paging is an enhancement to the Outcall Notification feature. Instead of placing an outcall to a phone number or pager to alert the subscriber of new messages in their Voice Mailbox, Cut-Through Paging will prompt the caller to enter their callback number, which will then be sent directly to the subscriber's pager. The number that appears on the subscriber's pager is the number where the caller can be reached. There is also an additional alert if the caller has also left a message in the Voice Mailbox.

How to Use Cut-Through Paging

Press ***98** or enter your Voice Mail access number to reach the Main Menu:

1. Press **4** for Personal Options.
2. Press **4** for Notification Schedule.
3. Select the schedule you are creating or updating.
4. Enter the telephone number of your pager, including area code.
5. Set the schedule for when you are accepting outcalls.

To Turn Cut-Through Paging On or Off

Press ***98** or enter your Voice Mail access number to reach the Main Menu:

1. Press **4** for Personal Options.
2. Press **1** to select Notification On/Off.
3. Follow the Voice Prompts.

Enhanced Features

What a caller will hear when you have activated Cut-Through Paging

1. Your Personal Greeting.
2. Prompt: "To send a page, press **5** now" [Caller presses **5**]
3. Prompt: "Please enter your callback number now" [Caller enters callback number]
4. Prompt: "The number you have entered is 123-4567. Press **1** if this is correct." [Caller presses **1**]
5. Prompt: "You may hang up now or wait to leave a message"

What the Subscriber Will Receive

The subscriber receives a page with the number 123-4567. If the caller has also left a message in the Voice Mailbox, the subscriber will receive additional information. The page would be 123-4567-99. The "-99" indicates that a message has also been left in the Voice Mailbox.

Extension Voice Mail

The number of Voice Mail messages available to be stored are shared across all Extension Voice Mailboxes.

Extension Voice Mail allows business associates to have their own private Voice Mailboxes. This ensures privacy, as each person has his or her own password; other co-workers cannot listen to messages. You can have up to three additional Voice Mailboxes on each line with this option.

To set up Extension Voice Mail

1. Press ***98** or enter your Voice Mail access number from your business telephone.
2. Enter your temporary password (your telephone number).

To select your secret password

3. For security reasons, enter a new password. (Use any series of numbers between 4 and 15 digits long.)
4. Record your name, as you would like it to be heard for personal identification.
5. To accept your name as recorded, press **#**.
To record your name again, press *****.

Enhanced Features

To record a name and select your greetings

Press ***98** or enter your Voice Mail access number to reach the Main Menu:

1. Press **4** for Personal Options.
2. Press **9** for Extensions.
3. Enter the extension number you wish to add. Extensions are numbered 1 to 3.
4. Your Voice Mail will automatically create a temporary password for the new extension. (You can change it later if you wish, following the instructions below.) Be sure to write down the temporary password.
5. Record the name of the person who will be using the new extension.
6. Record a personal greeting for the extension, or select a System Extension Greeting:
"You have reached [extension user's recorded name]. Please leave a message after the tone."
7. Change the greeting on your Voice Mail service to reflect the new extension. You should tell callers how to leave messages for different extension users.

Or, if you prefer, you can select a Voice Mail System Greeting: "You have reached [Voice Mail subscriber's recorded name]. If you want [extension #1 user's recorded name], press **1**. If you want [extension #2 user's recorded name], press **2**. If you want [Voice Mail subscriber's recorded name], wait for the tone. Please leave a message after the tone."

8. Press ***** to return to the previous menu.
9. Press ***** to exit.

To change passwords for extension mailboxes

Each user may wish to establish his or her own password to ensure privacy.

1. Press ***98** or enter your Voice Mail access number from your business telephone.
2. Enter the temporary password.
3. You may now change your password.
4. Voice prompts will now play the name and greeting of the extension user as previously recorded.
5. After making your changes, press ***** to return to the Main Menu.
6. Press ***** to exit.

Enhanced Features

Number In Envelope

In the Voice Mail system, subscribers have the option to press **5** during the playback of a message to access the message envelope. The message envelope informs the subscriber about the length of the message and the date and time the message was left in the mailbox. The caller's telephone number will also be left in the envelope to provide additional information to the subscriber.

Outcall Notification

Now you can stay on top of important messages from clients and business associates even when you are away from your business telephone. Outcall Notification dials out to your pager or to another telephone number, in order to let you know that a message is waiting in your Voice Mailbox.

To set up Outcall Notification

Press ***98** or enter your Voice Mail access number to reach the Main Menu:

1. Press **4** for Personal Options.
2. Press **4** for Notification Schedule.
3. Select the schedule you are creating or updating.
4. Enter the telephone number or extension, including area code, where you wish to be notified of new Voice Mail messages.
5. Enter the range of times when you will accept notification of calls on weekdays and weekends.
6. Enter the types of messages for which notification will occur:
 - >> All messages
 - >> Urgent messages
 - >> Messages from a specific Group List
7. Follow the voice prompts to set notification intervals.
8. To accept the schedule, press **1**.
To review the schedule, press **2**.

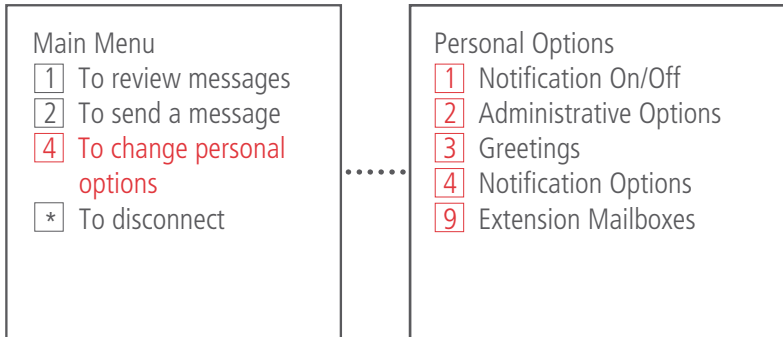
To turn Outcall Notification On or Off:

Press ***98** or enter your Voice Mail access number to reach the Main Menu:

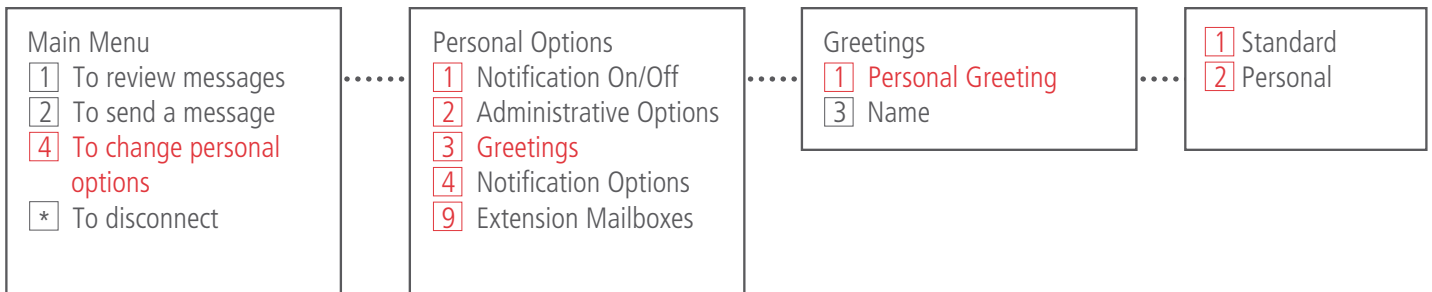
1. Press **4** for Personal Options.
2. Press **1** to select Notification On/Off.
3. Follow the voice prompts.

Voice Mail Features at a Glance

Personal Options

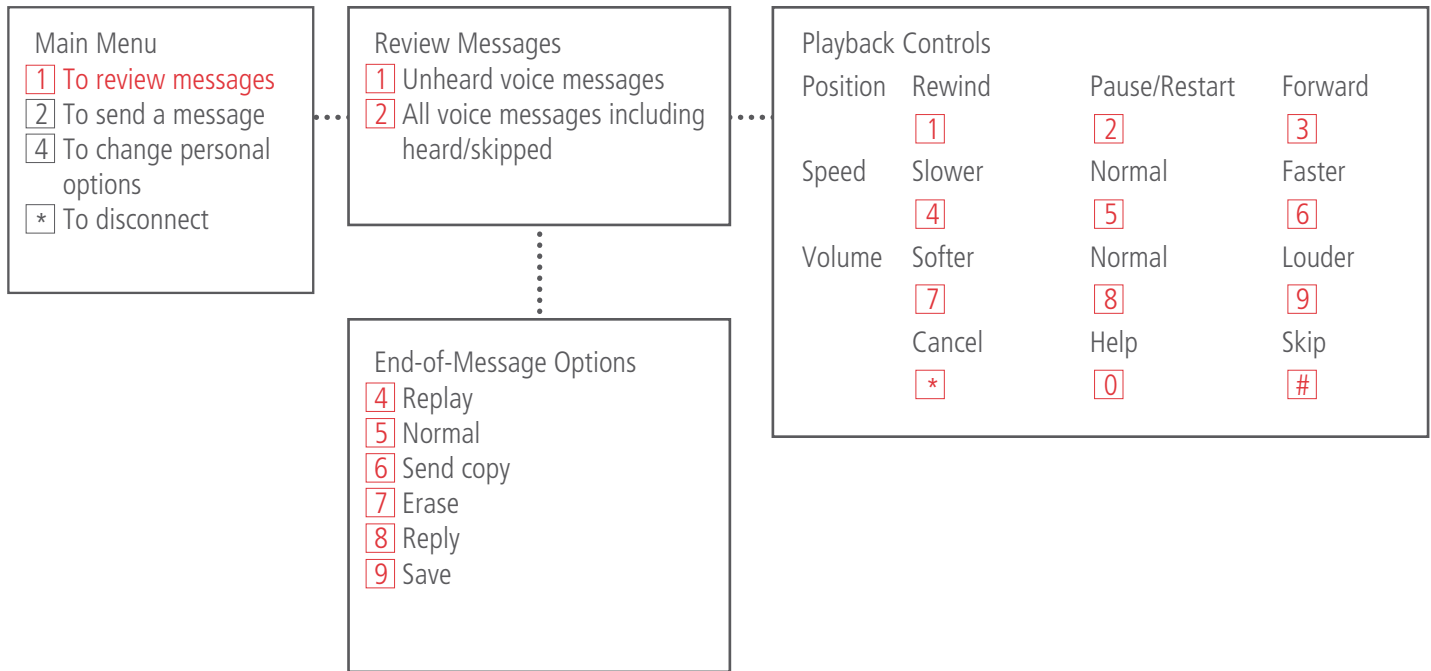


Personal Greeting

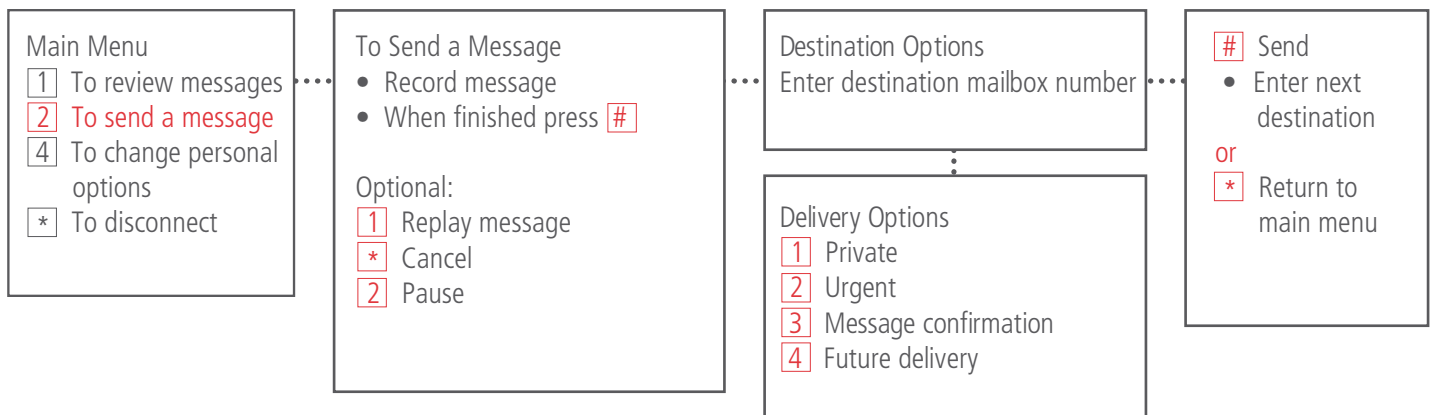


Voice Mail Features at a Glance

Listening to Messages



Sending Messages



For the most current list of these access numbers, please visit our website at www.rogers.com/solutions/service

Voicemail and Remote Call Forward Access Numbers

City	Province	Voicemail	Remote Call Forward (English)	Remote Call Forward (French)
Airdrie	AB	403-316-2222	403-316-1212	
Cochrane	AB	403-709-2222	403-709-1212	
Calgary	AB	403-313-2222	403-313-1212	
HighRiver	AB	403-602-2222	403-602-1212	
Okotoks	AB	403-306-2222	403-306-1212	
NorthVancouver	BC	604-960-2222	604-960-1212	
Newton	BC	778-218-2222	778-218-1212	
NewWestminster	BC	604-759-2222	604-759-1212	
PortCoquitlam	BC	778-216-2222	778-216-1212	
PortMoody	BC	778-217-2222	778-217-1212	
Richmond	BC	604-304-2222	604-304-1212	
Whalley	BC	604-957-2222	604-957-1212	
Vancouver	BC	604-677-2222	604-677-1212	
Ajax/Pickering	ON	905-231-2222	905-231-1212	
Barrie	ON	705-812-2222	705-812-1212	
Brampton	ON	905-487-2222	905-487-1212	
Brantford	ON	519-512-2222	519-512-1212	
Burlington	ON	905-592-2222	905-592-1212	
Chatham	ON	519-409-2222	519-409-1212	
Clarkson	ON	905-919-2222	905-919-1212	
Cooksville	ON	905-290-2222	905-290-1212	
Guelph	ON	519-341-2222	519-341-1212	
Hamilton	ON	905-297-2222	905-297-1212	
Kanata/Stittsville	ON	613-963-2222	613-963-1212	613-963-1313
Kitchener/Waterloo	ON	519-342-2222	519-342-1212	
London	ON	519-936-2222	519-936-1212	
Malton	ON	905-461-2222	905-461-1212	
Markham	ON	905-910-2222	905-910-1212	
Oakville	ON	905-901-2222	905-901-1212	
Orleans	ON	613-845-2222	613-845-1212	613-845-1313
Oshawa	ON	905-448-2222	905-448-1212	
Ottawa	ON	613-321-2222	613-321-1313	613-321-1212
PortCredit	ON	905-486-2222	905-486-1212	
RichmondHill	ON	905-918-2222	905-918-1212	
SouthPickering	ON	905-250-2222	905-250-1212	
St. Catharines	ON	905-228-2222	905-228-1212	
StoneyCreek	ON	905-594-2222	905-594-1212	
Streetsville	ON	905-593-2222	905-593-1212	
Toronto	ON	416-916-2222	416-916-1212	
Thornhill	ON	905-482-2222	905-482-1212	
Unionville	ON	905-480-2222	905-480-1212	
Whitby	ON	905-556-2222	905-556-1212	
Woodbridge	ON	905-266-2222	905-266-1212	
Hull	QC	819-483-2222	819-483-1313	819-483-1212
Lachine	QC	514-469-2222	514-469-1313	514-469-1212
Longueuil	QC	450-321-2222	450-321-1313	450-321-1212
Montreal	QC	514-223-2222	514-223-1313	514-223-1212
PointeClaire	QC	514-671-2222	514-671-1313	514-671-1212
Pont-à-Vau	QC	450-981-2222	450-981-1313	450-981-1212
QuebecCity	QC	418-210-2222	418-210-1313	418-210-1212
Roxboro	QC	514-472-2222	514-472-1313	514-472-1212
St. Lambert	QC	450-761-2222	450-761-1313	450-761-1212
St. Genevieve	QC	514-551-2222	514-551-1313	514-551-1212

For the most current list of these access numbers, please visit our website at www.rogers.com/solutions/service

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