

Voicemail User Guide

Marketing
communications



Overview

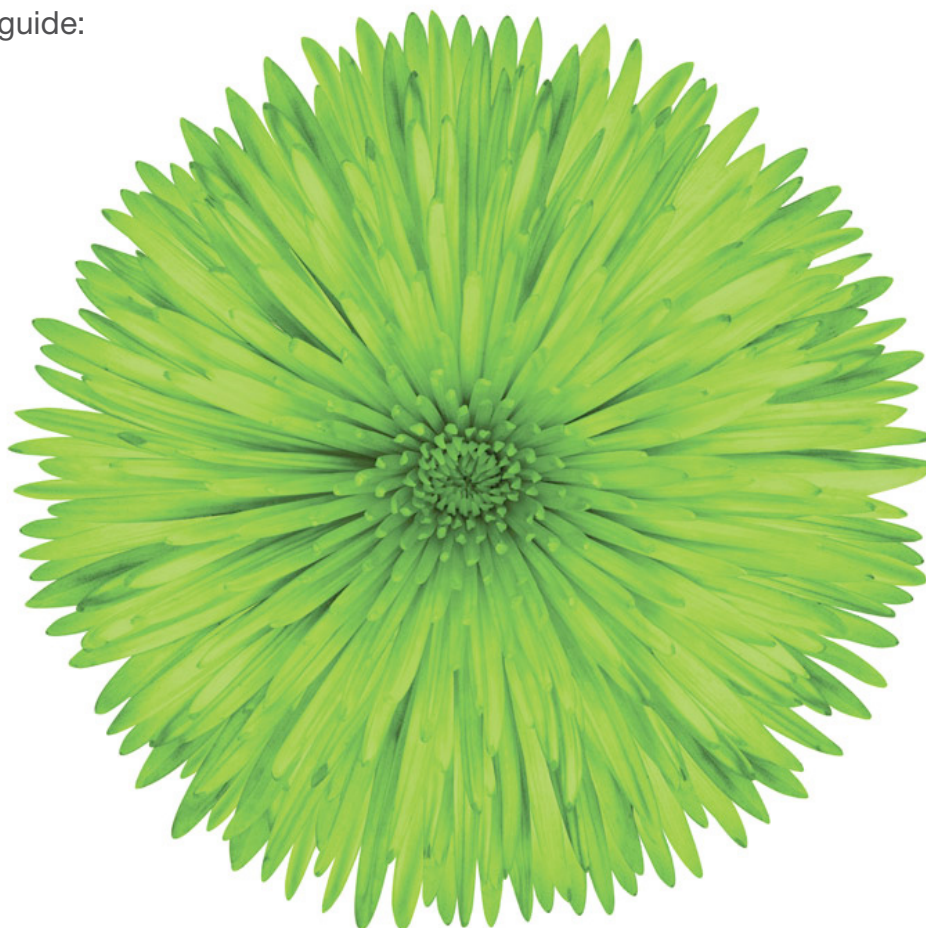
Welcome to TELUS Voice Mail Service. This guide will help you to use and understand your voicemail service.

Click any of the below links to navigate to that section of the guide:

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- 2 [First time setup](#)
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(2 phone numbers using the same mailbox)
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Before we begin:

- Your voicemail number is the same as your 10 digit phone number (area code + phone number)
- Useful Keys :
 - “#” will confirm an entry or skip to next option (ex : To confirm your password press #)
 - “*” will bring you back
 - “***” will bring you back to the main menu



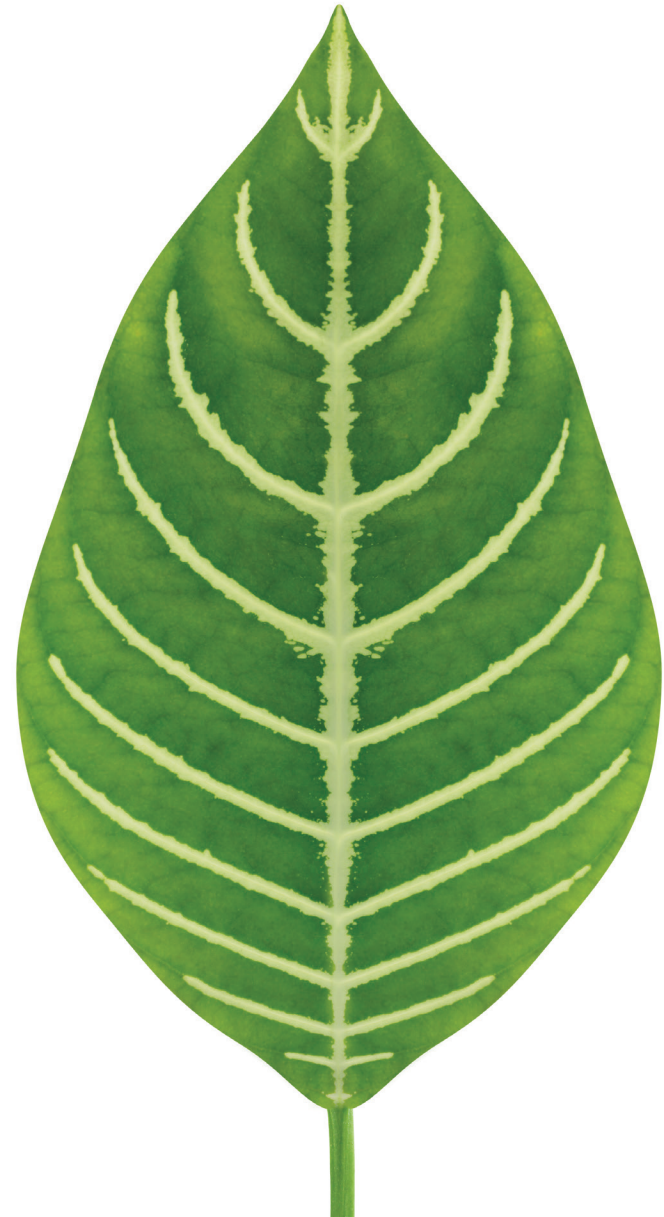
1 Accessing your voicemail

You can access your voicemail services in one of two ways:

- From your home phone:
Simply dial *98, and follow the instructions
- From any other phone within Canada:
 - 1 Dial the toll free number 310-9899. or
 - 2 Dial your 10 digit home phone number (area code + phone number) and press * during the greeting, and then enter your personal password (see first time setup)

2 First time setup

- 1 The first time you attempt to access your voicemail, you will be prompted to enter your password. Your temporary password is your 10 digit home phone number (area code + phone number).
- 2 Follow the voice instructions for creating your personal password. Your personal password will be 4 to 15 digits of your choice. It cannot be your phone number and should not use repeat or sequential numbers.
- 3 You will then be prompted to record a name. Your recorded name is different from your greeting and identifies your mailbox. This should be your name or Business name.
- 4 You will then be prompted to record a personal greeting that callers will hear before they can leave you a message. Your personal greeting can be up to 60 seconds in length.



3 Listening to voicemail messages

You will be able to tell if you have a new voicemail message in one of two ways:

- 1 You lift your phone handset and hear a series of short dial tones.
- 2 Your messages waiting light comes on (if your phone supports this feature)

To listen to a message:

- 1 Access your voicemail
- 2 If your messages are not set to autoplay, press 1 to listen to your new message

The following message playback controls are also available to you (used during message playback or after a message has finished playing). Simply press the corresponding key command listed below:

***Return Call: After listening to a message press 88 to try to call the person who sent you a message. 30 minutes (10 minutes for Simple mailbox) per month North America return calling is included for free with your voicemail service (no over-time available)

The following message playback controls are also available to you (used during message playback or after a message has finished playing). Simply press the corresponding key command listed below:

Command	During message playback	After message playback
1	Rewind 10 seconds	Replay message
11	Rewind to beginning	Previous message
2	Pause/resume playback	-
3	Jump forward 10 seconds	-
5	Hear date, time, sender	Hear date, time, sender
6	Forward message	Forward message
7	Delete message	Delete message
8	Reply to message	Reply to message
88	Return call***	Return call***
86	Add to/Remove from Blocked Caller list	Add to/Remove from Blocked Caller list
9	Save message	Save message
0	Help prompts	Help prompts
*	Cancel/back	Cancel/back
#	Skip to next message and keep message as new	Skip to next message and keep message as new

4 Managing your voicemail greetings

From your voicemail's main menu, press 3 to enter the voicemail greetings menu.

From this menu, you can set, record, and manage the greetings others hear when they call you by using the commands below.

Command	Function
1	Manage Your Main Greeting
2	Manage Your Busy Greeting
3	Manage Your Holiday Greeting
4	Manage your extended absence greeting
5	Manage your Greeting Schedule
*	Cancel/back

5 Advanced mailbox options

Feature	Description	From Main Menu press:
Skip Password	Password not required when calling from the number associated with the mailbox	4-8
Change Password	If you are looking to change your voicemail Password	4-4-1
Autoplay	Upon logging in, message automatically begin to play without pressing any keys	4425
Undelete	Recover a message you deleted within 24 hours after deletion	1-9
Message Notifications	1) Message Waiting Indicator (interrupted dial tone and message light)	automatic
	2) Notification call to a pager or phone number	Must be set-up via Web first. Then can manage basics : 4-3-2
	3) E-mail notification and delivery	Set-up and manage on the Web
	4) Notification Schedule	Set-up and manage on the Web
Record and Send	Record a message and send to another mailbox, phone number or distribution list	2
Group Lists	Create group lists to record and send messages to	42
Greeting Schedules	You can record and schedule up to 4 unique greetings	3, 5
Zero Out	(add-on option). Program a number for callers to be forwarded to if they press zero when they reach your mailbox	4-4-4
Ring Control	How many rings the caller hears before forwarding to the mailbox	1 Pick up your home phone and dial *94 at the dial tone. 2 Wait for two seconds. 3 Enter the phone key that matches the desired number of rings. 4 Wait for two seconds. 5 Hang up - the ring control setting has been changed.

6 Family/ Extension Mailbox Set-up

Create your extension(s):

- 1 Set up your Main mailbox as instructed above in 2) “First Time Set-up”.
- 2 Then create the extension(s) you require. This must be done via the Web.
 - a) Go to voicemail.telus.com
 - b) Login using your Main mailbox passcode.
 - c) Go to Profile, Voicemail, Family Mailbox
 - d) Select Add to create 1, 2 or 3 extension mailboxes
 - e) Enter a unique temporary Web and Voicemail passcodes for each extension and provide the passcodes to each extension user.

Set-up each extension:

- 3 Now each extension user must access their voicemail from the phone to set it up.

To access an extension mailbox, either

- a) Dial *98
- b) Enter the temporary password (provided by the Main mailbox user. If no passcode was entered by Main mailbox user, then default is your 10 digit mailbox number+ the extension number

OR

- a) Dial the access number
 - b) Enter the 10 digit phone number+ extension number
 - c) Enter the extension password
- 4 Follow the steps in “First Time Set-up” above to create your permanent password, record your name and personal greeting for each extension.

7 Combined voicemail (2 phone numbers using the same mailbox)

- For initial mailbox set-up, just follow the steps in 2) “First Time set-up” above.
- All settings such as greetings, recorded name, schedules and notifications will apply to both the Primary and Secondary numbers automatically
- You can choose to record a single unique greeting for your second number
 - If you choose this option, then all other greetings options and settings would no longer apply to the second number.



8 Accessing voicemail on the Web

To access your messages on the Web

1 First complete your mailbox set-up above.

2 Visit <https://voicemail.telus.com>

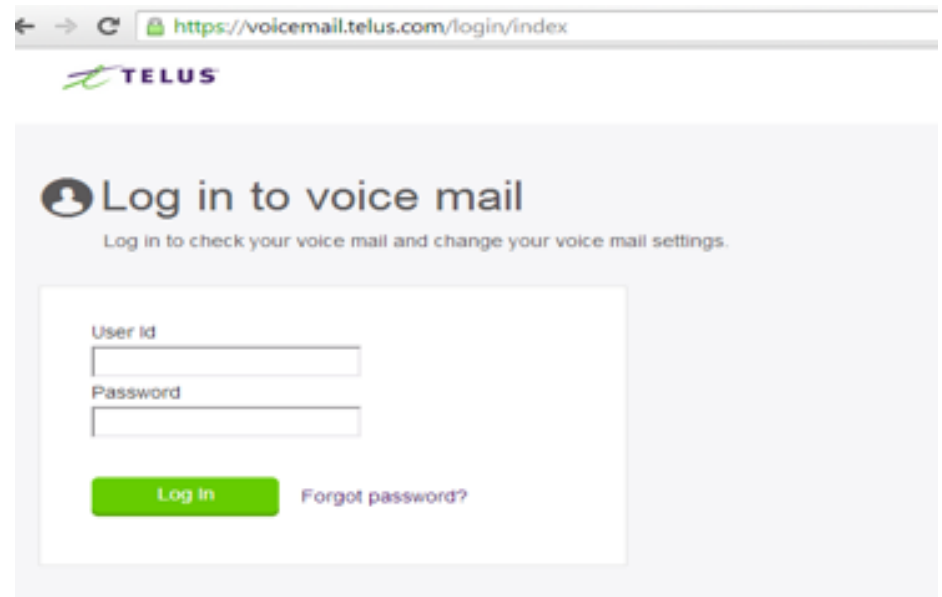
Note: for the best user experience we recommend using Safari, Firefox, Google Chrome or Internet Explorer 9 or higher.

3 Login to your voicemail using your mailbox number and voicemail password

From your TELUS Web login in you'll be able to save, forward, and listen to webmail messages, have messages auto forwarded to your email and more.

Select:

- My Message – to listen to, save, delete and compose messages
- My Greetings – to listen, create or edit your Main, Holiday, Busy and Extended Absence Greetings and to Schedule Greetings.
- My Notifications – to set up voicemail to email delivery, notifications to a phone number or pager when you receive a voice message
- My Groups – to create group distribution lists. You can record a message and send to your group list.
- Profile – Manage voicemail settings such as :
 - Language
 - Password
 - Email address
 - Playback order
 - Notification (on/off)
 - Zero out information (if you have this option)
 - Family/Extension Mailbox (if you have this option)



*** For help using the Web voicemail feature, hold your mouse over that section to see the help content



Quick Reference Guide

9 To access Mailbox

From home

Dial *98 and follow the instructions

From any other phone within Canada

- 1 Dial 310-9899
- 2 Choose the language(not available on all mailboxes)
- 3 Dial your 10 digit home phone number and press * during the greeting, and follow the instructions

10 Useful Keys

Command	Function
0	Help
*2	Enter another mailbox number
*	Previous Menu
**	Main Menu
#	Confirm an entry or skip to next option

11 Expired Messages

Command	Function
1-1	Replay Messages
6	Copy message
7	Delete message
8	Reply Message
9	Re-Save

12 From main menu:

Press 1	
And press:	Play menu
1	Rewind message/replay message
2	Pause/resume message
3	Fast forward (10 sec)
5	Replay message with time stamp
6	Forward message
7	Delete Message
8	To reply
88	Return Call
86	Add/Remove to blocked caller list
9	Saved Message
#	Keep message as new
*	Return to previous menu

Press 2	
And press:	Record menu
1	Replay message
2	Record msg/continue recording
2-2	Pause/resume msg
5	Delivery option
5-1	Select/Deselect Urgent
5-2	Select/Deselect private
5-4	Select/Deselect future delivery
5-5	Select/Deselect return receipt
5-9	Send msg immediately

12 From Main menu continued:

Press 2		
And press:	Play menu	
#	Send message	
	Initial Address Menu	
	(After Recording a message)	
	1	Adress by mailbox number
	2	Adress by group list
	4	Adress by telephone
	#	Send this message
	*	Return to previous menu
	Collect another Address	
	1	Replay Address List
	2	Add adress to adress list
	3	Delete latest address from the address list
	7	Delete you address list and start over
	#	Send this message
	*	Return to previous menu
*	Return to previous menu	

Press 3	
And press:	Greeting menu
1	Manage main greeting
1-1	Play main greeting
1-2	Record main greeting
1-3	Main greeting On/Off
1-7	7 Delete main greeting
2	Manage Busy greeting
2-1	Play busy greeting
2-2	Record busy greeting
2-4	Recorded busy greeting
2-5	System busy greeting
2-6	No busy greeting
2-7	Delete busy greeting
3	Manage holiday greeting
3-1	Play holiday greeting
3-2	Record holiday greeting
3-5	Manage holiday schedule
3-7	Delete holiday greeting
4	Manage Extended Absence greeting
4-1	Play Extended Absence greeting
4-2	Record Extended Absence greeting
4-4	Turn On/Off Extended Absence
4-5	Allow messages
4-6	Do not allow messages
4-7	Delete Extended Absence greeting
5	Manage greeting schedule
5-1	Create/change greeting schedule
5-2	Review greeting schedule
5-3	Record greeting schedule
5-5	Turn On/Off schedule
5-7	Delete greeting schedule
5-8	Greeting schedule for main number
5-9	Greeting schedule for 2nd number
6	Record greeting for 2nd number
*	Return to the previous menu

12 From Main menu continued:

Press 4	
And press:	Personal option
2	Grouplist
2-1	To review your group list
2-2	To create a group list
2-3	To delete a group list
2-4	To modify a group list
3	Modify your message notification
3-1	Play your message notification number
3-2	Modify your message notification number
3-3	Enable/Disable this notification
3-4	Enable/Disable notification for urgent msgs
3-5	Enable/Disable extended absence
3-6	Next notification
3-7	Create/Select a new notification
4	Modify your personal preferences
4-1	Modify your password
4-2	Change playback preferences
4-2-1	Change the playback order
4-2-3	Enable/Disable playing of time stamp
4-3	Access your recorded name
4-3-1	Play your name
4-3-2	Record your name
4-3-3	Delete your name
4-4	Modify your zero out options
4-4-1	Play personal zero out number
4-4-2	Modify zero out number
4-5	Change your language
7	Enable/Disable the sending of caller ID
8	Enable/Disable bypass password
9	Enable/Disable Full Menu
*	Return to the previous menu

Press 8	
And press:	Legacy Rebound
**	Return to original mailbox

Press *3	Press #
Legacy Rebound	Logout

Caller menu POV	
And press:	During greeting
7	Record message
0	Zero out tranfert
*	Access mailbox
*2	Enter another mailbox number
#	Skip greeting and record msg

Caller menu POV	
And press:	Recording a message
#	Send message
3	Replay message
0	zero out transfert
9	Additional options
9-2	Record/continue recording
9-5	Select delivery options
9-5-#	Send Message Immediately
9-5-1	Select/deselect urgent
9-5-2	Select/deselect private
9-5-3	Select/deselect future delivery
9-5-4	Select/Deselect return receipt
*	Delete msg