

VOICEMAIL Quick Guide

Access Voicemail *99 Password	1324
Play Voicemail:	1
Forward 3 seconds	#
Backward 3 seconds	*
Stop/Pause	0
Play/Un-pause	0
Go to the previous message	4
Repeat the current message	5
Go to the next message	6
Voicemail Options:	
Change Password	5
Record Unavailable Msg	1
Record Busy Message	2
Record Name	3
Record Temporary Greeting	4
Help	*
EXIT	#

Please detach this quick
reference card, and place
by your telephone.

Technical Support Dial

611



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VOICE MAIL



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Steps to Set-up

A. ACCESS YOUR VOICEMAIL

From your telephone dial *99
You will be prompted for your password. The default password is 1324.

From an external phone, dial your home phone number. Once you hear your greeting press *
You will be prompted to enter your mailbox number and password.

- 1 Messages
- 0 Mailbox Options
- * Help

B. PASSWORD

After you have entered your default password (1324), press '0' for mailbox options, '5' to change your password, then enter the new password, press #, confirm the new password, press # and your password is changed.

C. GREETINGS

A greeting is a short message that plays to greet a caller when you are on another call or away from your home.

This greeting is intended to let the caller know that you are not able to answer their call. Greetings can be changed by pressing option '0'

D. RETRIEVING YOUR MESSAGES

After you have logged into the voicemail system you will be notified if you have new or saved messages. On initial playback, options available are:

- 1 PLAY MESSAGE
- * HELP
- 0 MAILBOX OPTIONS
- # EXIT/CANCEL

E. DURING MESSAGE PLAYBACK

During the playback of the message, any of the following buttons may be pressed.

- * Rewind the message by 3 seconds
- # Fast forward the message by 3 seconds
- 0 Pause the message playback
- 0 Resume play back



F. POST PLAYBACK OPTIONS

After (or during) the playback of a message, the following buttons may be pressed.

- 1 Go back to the first message in the folder
- 2 Change folders
- 4 Go to the previous message
- 5 Repeat the current message
- 6 Go to the next message
- 7 Delete the current message
- 8 Forward the current message to another user. Enter their Extension and press #
- 9 Save the current message
- 0 For mailbox options (this is not announced)
- * For HELP
- # to EXIT

Note: Options 1, 2 and 8 are only available when listening to message 2 or higher.

UNAVAILABLE GREETING

Sub-option 1.

If you are unavailable when someone calls (the phone is not answered within the selected number of rings) this greeting will be played to the caller.

BUSY GREETING

Sub-option 2.

If you are busy when someone calls (your phone is not capable of handling multiple calls at the same time) this greeting will be played to the caller. If the busy greeting does not exist the unavailable greeting will be played instead.

NAME

Sub-option 3.

If you use the option for a "name only" Greeting. This is usually used for directory services.

TEMPORARY GREETING

Sub-option 4.

A temporary greeting can be recorded which will be played instead of the busy or unavailable greeting if it exists.

This could be used, for example, if you are going on vacation and want to inform people not to expect a return call anytime soon, but you do not want to re-record your busy and unavailable greetings when you come back.

If a temporary greeting is recorded, the phone will not ring, instead, the caller will be sent directly to the voice mail box.

This will remain active until the greeting is removed by using Sub-option 2.