

TELUS Centrex Voice Mail Service



TELUS Centrex voice mail service

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Getting started

Welcome to TELUS Centrex Voice Mail Service

Before you set up the TELUS Centrex Voice Mail service, here are a few tips to help you get started.

Helpful key presses

Use the following telephone keys when you are in your mailbox to:

- # Complete an entry or skip instructions
- * Return to a previous menu or exit
- 0 Hear more instructions

Access numbers and passwords

- #99 – dial this number for quick access to your mailbox while in the office.
- 310-9898 – call this number to retrieve messages when you are away from the office.
- **Mailbox number** – this is your 10 digit phone number (area code + phone number).
- **Temporary password** – this is your 10 digit phone number (area code + phone number).
- **Permanent password** – should be between 4 to 15 digits, should not be your phone number, and cannot start with zero.

Personal greetings

This is the message callers will hear when you are unavailable. There are 2 main greetings to choose from:

- **Personal greeting** – This is a greeting that you record using your own voice. Your greeting may be up to 60 seconds in length.
- **Standard system greeting** – If you don't want to record your own greeting, you can use the standard system greeting, which will tell callers you are unavailable.

Setting up your mailbox for the first time – using the TELUS tutorial

When you first log into your TELUS Centrex Voice Mail service, the TELUS tutorial will prompt you through the first time set-up of your mailbox. If you want to change any of the options after you have initialized your mailbox, proceed to the section “Quick steps to personalizing your mailbox”, found later in this user guide.

The following steps provide detailed instructions on how to personalize your mailbox using the TELUS tutorial.

From your own office phone

1. **Access mailbox** – Dial **#99** or 310-9898.
2. **Temporary password** – The tutorial will prompt you to enter your temporary password, which is your 10 digit phone number, followed by **#**.
3. **Permanent password**¹ – You will then be prompted to create your permanent password. After you have created your password, press **#**. To accept your new password, press **#**.
4. **Personal name** – You will be prompted to start recording your personal name (tip – say your name slowly) by pressing **#**. When you have finished recording your name, press **#** again. To accept your recorded Personal Name, press **1**.
5. **Personal greeting**² – You will be prompted to start recording your personal greeting by pressing **#**. When you have finished recording your greeting, press **#**. To accept your recorded personal greeting, press **1**.
6. **Zero-out password**³ – You will be prompted to create a zero-out password and press **#**. To confirm your zero-out password, press **#**.
7. **Your mailbox is now ready to use.**
8. **Exit mailbox**⁴ – Press ***** to exit.

From another phone

1. **Dial 310-9898.**
2. **Listen to the voice instructions.** You will be required to press **#** and then enter your 10 digit mailbox number.
3. **Follow Steps 2 – 8 above.**

Notes:

- 1 Use the guidelines in the Access Numbers and Password – Permanent Password section in this document.
- 2 This greeting is what callers will hear before they leave a message for you.
- 3 The Zero-out password cannot be the same as your log-in password, and has to be between 6 – 15 digits.
- 4 Whenever you exit your mailbox, press ***** until the system says “Good-bye.”

Accessing and managing your messages

To retrieve your messages

You will know you have new messages when:

- Your message waiting light is on or flashing, if you have a phone equipped with one.

or

- You lift your phone handset and hear a series of short tones¹.

Retrieving your messages from your office phone

- Press the **Message Waiting** key on your Centrex Business Set. Enter your password and follow the instructions.

or

- Dial **#99**. When prompted, enter your password and follow the instructions.

Retrieving your messages away from your office phone (locally or long distance)

- Dial your own phone number.
- When you hear your personal greeting, press *****, then enter your password and follow the instructions.

or

- Dial **310-9898** or **1-866-755-4256** access number.
- Listen to the voice instructions. When prompted, press **#**, enter your 10 digit mailbox number, enter your password, and follow the instructions.

QUICK TIPS

Message playback controls

During message playback

- | | |
|--|---------------------------------|
| 1 Rewind 10 seconds | 7 Delete message |
| 1 1 Rewind to beginning | 8 Reply to message |
| 2 Pause, press again to restart | 8 8 N/A |
| 3 Forward 10 seconds | 9 Save message |
| 3 3 Forward to end of message | 0 Help prompts |
| 5 Date, time, sender | * Cancel/back up |
| 6 Forward message | # Skip to end of message |

After message playback

- | | |
|-----------------------------|---------------------------------|
| 1 Replay message | 7 Delete message |
| 1 1 N/A | 8 Reply to message |
| 2 Previous message | 8 8 Call the sender |
| 3 N/A | 9 Save message |
| 3 3 N/A | 0 Help prompts |
| 5 Date, time, sender | * Cancel/back up |
| 6 Forward message | # Skip to end of message |

Note:

- 1 You may still place an outgoing call when you hear these short dial tones.

Send, Forward and Reply to messages

You have the ability to send, forward or reply to voice mail messages. You can send a message or reply to anyone, whether they subscribe to TELUS Voice Mail, or do not have voice mail at all.

Sending messages

You can compose a message and send it to one or more other TELUS Voice Mail users¹ without actually ringing their phone. Each recipient's message waiting indicator will be set once the message is deposited in their mailbox.

- From the **Main Menu**, press **2** to record your message.
- When you have finished recording your message, press **#**.
- When prompted, enter the 10 digit destination mailbox number for each recipient and press **#** to send.
- You can also have the TELUS Voice Mail system deliver this message to someone without a mailbox². Just enter their 10 digit phone number and the system will call them to deliver the message.

Forwarding messages

You can forward a message that was deposited in your mailbox to others, whether or not they're TELUS Voice Mail users.

- After listening to a message, press **6** to record your introduction.
- When you have finished recording your introduction, press **#**.
- When prompted, key in the recipient's 10 digit destination mailbox number or the 10 digit telephone number of a non-voice mail recipient² and press **#** to send.

Replying to a message

You can reply to a message that was deposited in your mailbox. If the message was left from a TELUS Voice Mail user, your reply will be deposited in their mailbox. If the person does not have TELUS Voice Mail, the system will call the sender's phone number to deliver your recorded reply.²

- After listening to a message, press **8** to record your reply.
- When you have recorded your reply, press **#** to send the message.

Calling the sender of a message

While listening to a message in your mailbox, you can call the person who left you the message, without exiting your mailbox.

- After listening to a message, press **8 8** to call the person who sent it³.
- The TELUS Voice mail system will attempt to connect the call.

Notes:

- 1 Some restrictions apply.
- 2 The delivery of messages to non-voice mail users is not guaranteed. Three attempts will be made to deliver the message before the sender is notified of non-delivery.
- 3 You are allowed 30 free minutes of calling anywhere in North America (Local or Long Distance). Once the 30 free minutes are used, you are not able to use this feature until the next month and you are not able to buy additional minutes.

Managing pager and outcall notifications, and associated schedules

- To set up or change your Pager or Outcall Notification number and schedule, from the **Main Menu** press **4 1** and listen carefully to the prompts as there are several options.

From this point you can:

- Press **3** to turn Pager Notification on or off.
- Press **4** to enter your pager number and preferences.
- Press **5** to manage your pager schedule.
- Press **7** to turn Outcall Notification on or off.
- Press **8** to enter your outcall number and preferences.
- Press **9** to manage your outcall schedule.

Create group distribution lists

You can send a single message to as many as 25 users simultaneously.

- To create a group distribution list, from the **Main Menu** press **4 2 2 1**.
- Assign a number to your list using any number from 11 through 99.
- Record a name for your list and press **#** when recording is completed. Confirm recorded name by pressing **1**.
- Enter the first destination mailbox number (10 digits) and press **#**. Press **1** to confirm addition of mailbox to list.
- Enter the second destination mailbox number (10 digits) and press **#**. Press **1** to confirm addition of mailbox to list.
- Continue to add destination mailboxes until your list is complete.
- When the list is completed, press *****.

Sending messages using group distribution lists

- From the **Main Menu**, press **2**.
- At the tone, record your message, then press **#**.
- To send the message now, press **#**.
- You will be prompted to enter a destination number. Enter your distribution list number (i.e. 11 – 99) and press **#**. The voice mail system will play the recorded name of your distribution list, for verification purposes.
- To send now, press **#**.
- Press ***** to end.

Quick steps for customizing your mailbox

You do not need to listen to each voice mail prompt before you can make changes.
Here are some quick steps for making changes to your voice mail service.

TASK	ACTION
Recording personal greetings (up to 4 allowed)	Callers will hear a personalized message telling them that you're out of the office. ■ From the Main Menu , press 4 3 1 2 .
Recording busy greeting	Callers will hear a personalized message telling them that you're on another call ■ From the Main Menu press 4 3 2 2 .
Recording an extended absence greeting	This greeting cannot be skipped by callers. Choose whether to allow callers to leave a message or not. ■ From the Main Menu press 4 3 4 .
Scheduling greetings	Schedule different greetings to be played at different times on different days. ■ From the Main Menu press 4 3 6 .
Turning autoplay on or off	Control whether messages automatically begin playing upon entry into your mailbox. ■ From the Main Menu press 4 2 4 .
Changing your password	■ From the Main Menu , press 4 2 1 1 .
Creating your zero-out password	■ From the Main Menu , press 4 6 , enter current password, enter new zero-out number and press # , press 1 to confirm.
Changing your zero-out password	■ From the Main Menu , press 4 6 1 8 , enter old password, enter new password, press # to confirm.
Creating distribution list	■ From the Main Menu , press 4 2 2 1 .

Other types of Centrex Voice Mail services

TELUS Centrex also offers TELUS Combined Mailbox and Extension Mailboxes.

The following section provides instructions on how to personalize these mailbox types.

Combined Voice Mail Service

Combined Voice Mail provides a single mailbox for your TELUS Centrex service and TELUS Wireless service. You can have callers hear the same greeting no matter which phone number they dial, and you can use the same password to access your mailbox, no matter which phone number you call from.

Some important information about your Combined Voice Mail Service:

- Your primary mailbox number is your 10 digit TELUS Centrex phone number.
- Your alias mailbox number is your 10 digit TELUS Wireless phone number.

Setting up your combined mailbox from your Centrex phone

1. **Access mailbox** – Dial **#99** or 310-9898.
2. **Temporary Password** – The tutorial will prompt you to enter your temporary password, which is your 10 digit phone number, followed by **#**.
3. **Permanent Password¹** – You will then be prompted to create your permanent password. After you have created your Password, press **#**. To accept your new Password, press **#**.
4. **Personal Name** – You will be prompted to start recording your personal name (tip – say your name slowly) by pressing **#**. When you have finished recording your name, press **#**. To accept your recorded Personal Name, press **1**.
5. **Personal Greeting (Primary² and Alias³)** – You will be prompted to start recording your personal greeting by pressing **#**. When you have finished recording your greeting, press **#**. To accept your recorded personal greeting, press **1**.
6. **Zero-out Password⁴** – You will be prompted to create a zero-out password, followed by **#**. To confirm your zero-out password, press **#**.
7. **Your mailbox is now ready to use.**
8. **Exit mailbox⁵** – Press ***** to exit.

Notes:

- 1 Use the guidelines mentioned in the Access Numbers and Password – Permanent Password section in this document.
- 2 This greeting is what callers will hear before they leave a message for you.
- 3 The TELUS tutorial will prompt you to set up your primary mailbox. To set your Alias mailbox, you will be required to get back to the Main Menu by pressing *****, then enter the Personal Options section of your mailbox by pressing **4**.
- 4 The Zero-out password cannot be the same as your log-in password and must be between 6 – 15 digits.
- 5 Whenever you exit your mailbox, press ***** until the system says “Good-bye.”

Short cuts to initialize your Alias settings of your combined mailbox

Copying all your primary mailbox settings and using them as your alias mailbox settings.

- From the **Main Menu**, press **4 2 1 1** (this is the recommended option).

Creating a separate greeting for the Alias mailbox greeting

- From the **Main Menu**, press **4 2 2 3 1 2**.

Short cuts to changing your combined mailbox, after initial set-up

To Change your:	From the Main Menu, press:
Primary mailbox personal greeting	4 1 3 1
Primary mailbox busy greeting	4 1 3 2
Primary mailbox extended absence greeting	4 1 3 4
Primary mailbox personal name	4 1 3 5
Primary mailbox password	4 1 2 1 1
Alias mailbox personal greeting	4 2 2 3 1 2
Alias mailbox busy greeting	4 2 2 3 2 2
Alias mailbox extended absence greeting	4 2 2 3 4
Alias mailbox personal name	4 2 2 3 5 2
Alias mailbox password	4 2 2 2

Extension mailbox service

Extension mailboxes allow up to 4 users to share a single mailbox. Each user can have their own greeting and password. The mailbox capacity (i.e. number of messages) will be split between the users.

Setting up your extension mailbox

Before you start the TELUS tutorial, it is a good idea to draft your introductory greeting, as you will be able to use this as the Primary Greeting via the tutorial (i.e. You have reached ABC Company. If you would like to leave a message for Mary – press **1**; for Bob – press **2**; and for Bill – press **#**).

From your own office phone

1. **Access mailbox** – Dial **#99** or 310-9898.
2. **Temporary Password** – The tutorial will prompt you to enter your temporary password, which is your 10 digit phone number, followed by **#**.
3. **Permanent Password**¹ – You will then be prompted to create your permanent password. After you have created your Password, press **#**. To accept your new Password, press **#**.
4. **Personal Name** – You will be prompted to start recording your personal name (tip – say your name slowly) by pressing **#**. When you have finished recording your name, press **#**. To accept your recorded Personal Name, press **1**.
5. **Personal Greeting, Main mailbox**² – You will be prompted to start recording your personal greeting by pressing **#**. When you have finished recording your greeting, press **#**. To accept your recorded personal greeting, press **1**.
6. **Extension Mailboxes & Passwords**^{3,4} – You will be prompted to press **1**, to listen to the extension mailboxes administration tutorial. To create your first extension mailbox, press **1**. You will then be prompted to enter a mailbox number for this extension (e.g. 1, 2, or 3). If this is your first extension mailbox, press **1**. The voice mail system will confirm that it's your first extension mailbox, then automatically create and read your temporary password for this extension mailbox. If you wish to continue to create another extension, press **1**. To end the creation of the extension mailboxes, (press *****).
7. **Zero-out Password**⁵ – You will be prompted to create a zero-out password and press **#** when you have finished. To confirm your zero-out password, press **#**.
8. **Your mailbox is now ready to use.**
9. **Exit mailbox**⁶ – Press ***** to exit.

Notes:

- 1 Use the guidelines mentioned in the Access Numbers and Password – Permanent Password section in this document.
- 2 This greeting is what callers hear before they leave a message for you.
- 3 The temporary password for each extension mailbox is your 10 digit mailbox number with the numbers: 1, 2, or 3 appended to the end of it, depending on how many extension mailboxes are created.
- 4 The TELUS tutorial will prompt you to set up your primary mailbox. To set your extension mailbox, you will be required to return to the **Main Menu** by pressing *****, then enter the Personal Options section of your mailbox by pressing **4**.
- 5 The Zero-out password cannot be the same as your log-in password and must be between 6 – 15 digits..
- 6 Whenever you exit your mailbox, press ***** until the system says “Good-bye.”

Recording greetings for each extension mailbox from your office

1. **Re-access mailbox** – Dial **#99** or 310-9898.
2. **Temporary Password** – The tutorial will prompt you to enter your temporary password, which is your 10 digit phone number + 1 (or 2, or 3), followed by press **#**.
3. **Repeat steps 3 – 9 to customize each extension mailbox.**

Short cuts for changing your extension mailbox, after initial set-up

Changing your personal greetings

- To change any of your extension mailbox settings, please refer to the quick steps for the TELUS Standard mailbox. Remember to enter the appropriate password for each extension mailbox.

Adding or deleting an extension mailbox

- From the **Main Menu**, press **491** (add) or **492** (delete) extension mailbox

Need more help or details on TELUS Centrex Voice Mail?

Call 1-800-663-8131

Troubleshooting tips

Messages

Why can't I retrieve my messages?

Ensure that the switch on your phone has been changed from pulse to tone.

Message waiting indicator

Why doesn't my message waiting indicator work?

Check that message notification is on. From the **Main Menu**, press **4 1 1**.

No rings

I have a message but my phone didn't ring.

Someone may have called when you were on the phone or you may have been sent a mailbox message.