



Voicemail User Guide

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Introduction

Welcome to Telepath's easy-to-use Voicemail Service. Our Voicemail service is your personal 24-hour communications center. Please take a moment to read through the options that are available to you and your colleagues.

Voicemail

Voicemail allows your caller to leave a detailed message if you are unavailable to take the call. You are notified that you have a new message via a notification device. You can listen to your message, prepare any necessary information, and have this information right at your fingertips when you return the call.

Tutorial

Getting started using the tutorial is as easy as 1-2-3!

Listen to the voicemail prompts and they will guide you through.

This tutorial will assist you in setting up your name, response, greeting and password. Once this tutorial has been completed, you will be ready to use your Voicemail Service.

1. Log into your voicemail using your access code, *98. Please see page 6 to log in using a phone other than your own.
2. Enter your password. Your password for the initial setup will be either your 10-digit phone number or 9999.
3. Once your phone number has been entered you will hear a greeting that says, "Welcome to your Telephone Tutorial". Follow the simple instructions to set up your personal greeting. Now you're ready to go.

Sample Greeting:

Hello, You have reached John Smith. I am unavailable to take your call right now. Please leave your name, number and a brief message and I will return your call as soon as possible. To speak to our receptionist please press 0.

*The 0 option has to be programmed by you. See "Programming Your Personal Operator Number."

Did you know?

You can access your mailbox from outside your office. Just dial access code specific to your city, enter your mailbox number, press the * key and enter your password. See page 4

How to log into your mailbox

1. Enter your access code *98
2. Enter your password

How to log into your mailbox from another phone (without Telepath/GT voicemail):

1. Enter access code as applicable for your city (See page 6)
2. Enter your mailbox number (your telephone number)
3. Press * key
4. Enter your password

How to log into your mailbox from another location that already has a Telepath/GT voicemail:

1. Dial *98
2. Press # to bypass the existing mailbox.
3. Enter your own mailbox number (this is your phone number)
4. Press * key
5. Enter your password.

Changing your Password

How to change your password:

1. Log into your mailbox by dialing *98
2. Press 4 Personal Options
3. Press 4 Modify Personal Preferences
4. Press 1 Modify Password

*Note your password can be any number from 4 to 7 digits in length

Recording your greeting

Your greeting is the personal message that your callers hear when they cannot reach you directly.

How to record your active greeting:

1. Log into your mailbox, dial *98
2. Press 3 Greetings Menu
3. Press 4 Edit a specific greeting
 - Enter the greeting number you want to modify.
4. Press 3 1 Play active greeting.
(If you are not satisfied with greeting you can re-record)
5. Press 3 2 Re-record active greeting.

Did you know?

You can retrieve a deleted message by pressing *3. You must retrieve your deleted message before you exit you mailbox. See page 6

Playing a Message

1. Log into your mailbox, dial *98
2. Enter your password
3. Press 1 to listen to your message
 - Messages will play and you have the following options:
 - Press # to keep this message new and play the next
 - Press 9 to save this message and play the next
 - Press 7 to delete this message
 - Press 6 to redirect this message
 - Press 1 to replay this message
 - Press *3 to recover deleted message
 - Press 2 to pause /continue a message.
 - Press 5 for more options
 - Press 8 to reply to a message

Recovering Deleted Messages

You can retrieve deleted messages, but they can only be retrieved before you exit your mailbox.

1. Before you exit the system Press *3 to retrieve a deleted message.

Programming Your Personal Operator Number

With our voicemail system, your caller is provided with the option of pressing 0 to speak to a live operator. You can program this special operator transfer number within your Voicemail Service.

1. Dial * 98
2. Press 4 Personal Preferences
3. Press 4 Modify personal preferences
4. Press 4 Modify personal operator options
5. Press 2 Enter / Change number

Enable/Disable Your Date & Time Stamp

Our voicemail system allows you to turn on or off the date and time stamp. This option will indicate the date and time a message was received when you retrieve your messages.

To enable or disable the date and time stamp follow these simple instructions.

1. Log into your mailbox by dialing *98
2. Press 4 Personal Preferences
3. Press 4 Modify personal preferences
4. Press 2 Change playback preferences
5. Press 3 Enable / Disable date and time stamp



Did you know?

You can turn the date and time stamp on and off in your mailbox. Press option 4 4 2 3 See page 7

Setting your Message Notification Option

Your voicemail system can notify you via your cellular phone or pager of incoming messages.. To enable or disable and setup this option please follow these simple steps:

1. Dial * 98
2. Press 4 for Personal Options Menu
3. Press 3 for Message Notification option
4. Press 3 for Enable/ Disable Message Notification.

You can also do the following while in the Message Notification Menu:

1. Press 1 to play your message Notification Number
2. Press 2 to change the Notification Number
3. Press 5 to change time window
4. Press 6 1 to send the notification to Mobile Phone
5. Press 6 2 to send notification to Pager

Constant Touch

The Constant Touch option allows your callers to reach you whenever and wherever you are. When someone calls you on your voice mail, they will be prompted to record their name and you will be automatically located at numbers you specify. You can define different numbers where you want to be contacted based on different times of the day. Once the caller reaches you, you will have the option to connect with the caller, or redirect them to voice mail. With Constant Touch you have the following options:

- | | |
|-------------------------------------|----------------------------------|
| 1. Dial * 98 | 6 Play Previous Number |
| 2. Enter your password | 7 Modify this Number |
| 3. Press 5 for Constant Touch Menu | 8 Play Current Number |
| | 8 Play Current Time Interval |
| 4. Press 1 Enable / Disable Service | 9 Change Current Time Interval |
| 5. Press 2 Change Time Window | 8 Press 9 for Temporary Override |
| 6. Press 7 Enable/ Disable Schedule | # Activate until further notice |
| 7. Press 8 Modify List | 1 Telephone Service |
| 1 Play Next Time Interval | 2 Local Pager Service |
| 2 Delete Time Interval | 3 Sky Page Service |
| 3 Add Time Interval | 4 Cellular Service |
| 4 Change Number in Time Interval | 5 Non Secure Telephone |
| 1 Play Next Number | 6 Auto –connect Service |
| 2 Delete New Number | 7 Cellular Roaming Service |
| 3 Insert New Number | * Cancel |
| 5 Append New Number | |

Did you know?

You can pause a message. Press 2 while the message is playing. See page 6

At-A-Glance

Messages

- To replay a message 1, 1
- To recover a deleted message * 3
- To skip a message #

Greeting

- To record a greeting 3, 2
- To select an active greeting 3, 3
- To play your active greeting 3, 1

Password

- To change your password 4, 4, 1

Personal operator

- To program your operator number 4, 4, 4, 2

To end a call

- Press # (you must be in the Main Menu)

To return to main menu

- Press * (continue to press the * key until you reach the Main Menu)

When using a phone other than your own to dial in to your mailbox, please use the following telephone numbers as your access codes.

PoP (Point of Presence)	Voicemail Access Number	PoP (Point of Presence)	Voicemail Access Number
Calgary	(403) 770-9020	Ottawa	(613) 482-9020
Edmonton	(780) 669-9020	Quebec	(418) 948-9020
Hamilton	(905) 481-9020	Sherbrooke	(819) 340-9020
Kitchener	(519) 489-9020	Toronto	(416) 848-9020
London	(519) 488-9020	Vancouver	(604) 484-9020
Montreal	(514) 448-9020	Victoria	(250) 483-9020
New Westminster	(604) 484-9020	Winnipeg	(204) 480-9020

If you have any questions, please contact Telepath Customer Support at

613.234.6660 or 1.866.234.6660

List of Available Menus and Options

1. Play Menu

- 8. Reply to message
- 6. Copy message to another mailbox
 - 9. Send
 - 5. Specify delivery option
 - 1. Mark urgent
 - 2. Mark private
 - 3. Notification of non delivery
 - 4. Future delivery
 - 9. Send
 - * Cancel delivery
- 1. Replay message
- 7. Delete message
- 9. Save message
- # Keep message new and play next
- *3 Undelete message
- 5. More options
 - 1. Play previous message
 - 5. Replay with date and time stamp

Additional options during message playback

- 1 Back up during replay
- 11 Replay message
- 2 Pause message
 - 3 skip forward
- 33 skip to end of message
- ## play saved messages

2. Record Menu

- 2. Record/Continue recording
- 9. Send message
- 1. Replay message
- 7. Delete message
- 5. Specify delivery parameters
 - 1. Mark urgent
 - 2. Mark private
 - 3. Notification of non-delivery
 - 4. Future delivery
- 9. Send
 - * Cancel delivery options

3. Greetings Menu

1. Play active greeting
2. Re-record active greeting
3. Select active greeting
4. Edit a specific greeting

9. Change time interval
 1. Play time interval
 2. Change time interval
 3. Cancel time interval
7. Delete greeting
8. Review schedule
9. Enable / Disable schedule

4. Personal Options Menu

2. Access group lists
 1. Play list
 2. Create list
 3. Delete list
 4. Modify list
 1. Add addresses to list
 2. Review address to list
3. Message Notification Options
4. Modify personal preferences
 1. Modify password
 2. Change playback preference
 3. Enable disable date and time stamp
 3. Change name
 1. Play name
 2. Record name
 3. Delete name
 4. Modify personal operator number
 1. Play number
 2. Change number
5. Modify forwarding options
 1. Play number
 2. Modify number
 3. Enable disable forwarding
 4. Modify forwarding type
 1. Immediate forward
 2. Silent forward
 3. Delayed forward

5. Constant Touch Menu

1. Enable/ Disable Constant Touch
2. Change Time Window
3. Enable Caller Activation
7. Enable / Disable Schedule
8. Modify Constant Touch Options
 1. Play Next Time Interval
 2. Delete Time Interval
 3. Add Time Interval
 4. Change Numbers
 1. Play Next Number
 2. Delete Number
 3. Insert Number
 8. Play current time interval
 9. Change time interval
9. Temporary Override