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Centrex

User's Guide:
Voice Messaging

1-888-360-8555
northerntel.ca/business

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To activate the NorthernTel Centrex Voice Messaging for the first time:

Before you start using the NorthernTel Centrex Voice Messaging, you have to set up your voice mailbox. Follow these steps:

1. From your telephone, dial the NorthernTel Centrex Voice Messaging access number: _____.
2. Enter your temporary password (this is your 7-digit telephone number).
3. Change your temporary password by selecting a new password (between 6 and 15 digits; the first digit cannot be 0).
4. Press # to confirm it, or * to enter another password.
5. Record your name. Press # to end recording. Press # again to confirm it.
6. Press 1 to select the system's standard greeting, or 2 to record a more complete personal greeting.
7. Record your personal greeting.
8. Press # to confirm your personal greeting, or * to re-record it.
9. Follow the voice prompts to begin using your voice mailbox.

Need help?

If you're having trouble once you are in the NorthernTel Centrex Voice Messaging, press 0 and follow the voice prompts.

The * key allows you to cancel certain commands (erase and re-record a message, return to the preceding menu).

To get help from someone at the NorthernTel Assistance Centre, dial 611.

To access your Centrex Voice Messaging mailbox

From your office telephone:

1. Dial your Voice Messaging access number.
2. Enter your password.
   Select the appropriate option from the main menu.

When you are away from your office:

You can access the NorthernTel Centrex Voice Messaging from any touch-tone phone. Here's how:

1. Dial your NorthernTel Centrex Voice Messaging access number[1].
2. Press 2 for instructions in English.
3. Press #.
4. Dial your voice mailbox number (including the area code).
5. Enter your password.
   Select the appropriate option from the main menu.

1 Long distance charges apply if you call from outside your local calling area. Dial 1 and the area code plus your NorthernTel Centrex Voice Messaging access number. To charge the call to your Calling Card or for operator assistance, dial 0 and the area code plus your NorthernTel Centrex Voice Messaging access number.

Reviewing and processing messages

To listen to your messages:

1. From the main menu, press 1.
2. To listen to new messages, press 1 again.
3. Use the playback controls as needed.

To activate after-review options:

1. From the main menu, press 1 1.
2. To replay a message, press 4.
3. To find out the date, time and length of a message, press 5.

4. To erase a message, press 7.
5. To save a message, press 9.
6. To go to the next message, press #.
7. To cancel message review, press *.

To reply to a message:

1. At the end of the message, press 8.
2. Record your reply. Press # to end recording.
3. Press # to send the reply.

To forward a message with introductory comments[2]:

1. At the end of the message, press 6.
2. Record your introductory comments. Press # to end recording.
3. Press 1 to replay your message (optional).
4. Enter the number of the voice mailbox (or the number of the group list) you want to send the message to.
5. Press # to send the message.

Recording and sending messages

With NorthernTel Centrex Voice Messaging you can send messages to many destinations without having to actually place a telephone call. The maximum message length is three minutes.

To create a new message[2]

1. From the main menu, press 2.
2. Record your message (see note). Press # to end recording.
3. To replay your message (optional), press 1.
4. To erase and re-record your message, press *.
5. Enter the number of the voice mailbox or group list you want to send your message to.

6. Select a delivery option (optional).
7. To send your message, press #.

If you don't know the mailbox number of the person you want to send your message to, press # and spell his or her last name, using your telephone keypad (Q=7, Z=9).

Note:
If you hang up while recording or listening to your message, what you have recorded will be sent.

To activate delivery options[2] :

1. For "Private", press 1.
2. For "Urgent", press 2.
3. For "Message Confirmation", press 3.
4. For "Future Delivery" press 4. Follow the voice prompts.

To track your messages[2] :

You can use this function to find out whether your message has been heard.

1. From the main menu, press 3.
2. Enter the mailbox number.

Playback controls

You can use the keypad to perform a number of operations while listening to a message:

Rewind 10 seconds	1
Rewind to the beginning of the message	1 1
Pause or resume listening	2
Fast forward 10 seconds	3
Fast forward to the end of the message	3 3
Slow down playback speed	4
Slow playback speed to minimum	4 4
Find out the date, time and length of a message	5
Increase playback speed	6
Increase playback speed to maximum	6 6
Restore normal volume	8
Raise the volume	9
Skip to the next message	#

Personal Options

To change your password:

1. From the main menu, press 4.
2. Select “Administrative Options” by pressing 2.
3. Select “Password” by pressing 1.
4. Enter your new password.
5. Press # to confirm your new password.

To record a personal greeting (60 seconds maximum):

1. From the main menu, press 4.
2. Select “Record Greetings” by pressing 3.
3. Select “Personal Greeting” by pressing 1.
4. Select “Personal” by pressing 2.
5. Record your greeting. Press # to end recording.
6. Press # to activate the greeting.

To record an extended absence greeting[2]:

1. From the main menu, press 4.
2. Select “Record Greetings” by pressing 3.
3. Select “Extended Absence” by pressing 2.
4. Record your greeting. Press # to end recording.
5. Press # to activate the greeting.

To record your name:

Your name is used to identify your voice mailbox when a call is transferred to the NorthernTel Centrex Voice Messaging.

1. From the main menu, press 4.
2. Select “Record Greetings” by pressing 3.
3. Select “Name” by pressing 3.
4. Record your name. Press # to end recording.
5. Press # to activate your recorded name.

To change the prompt level[2]:

1. From the main menu, press 4.
2. Select “Administrative Options” by pressing 2.
3. Select “Prompt Level” by pressing 3.
4. Select “Standard Prompts”, “Extended Prompts” or “Rapid Prompts”.

To create groups lists[2] :

You can create up to 10 group lists, with up to 20 mailbox numbers. The lists are numbered from 11 to 20.

1. From the main menu, press 4.
2. Select “Administrative Options” by pressing 2.
3. Select “Group List” by pressing 2.
4. To create a group list, press 1.
5. To edit a group list, press 2.
6. To remove a group list, press 3.
7. To replay the names in your group lists, press 4.

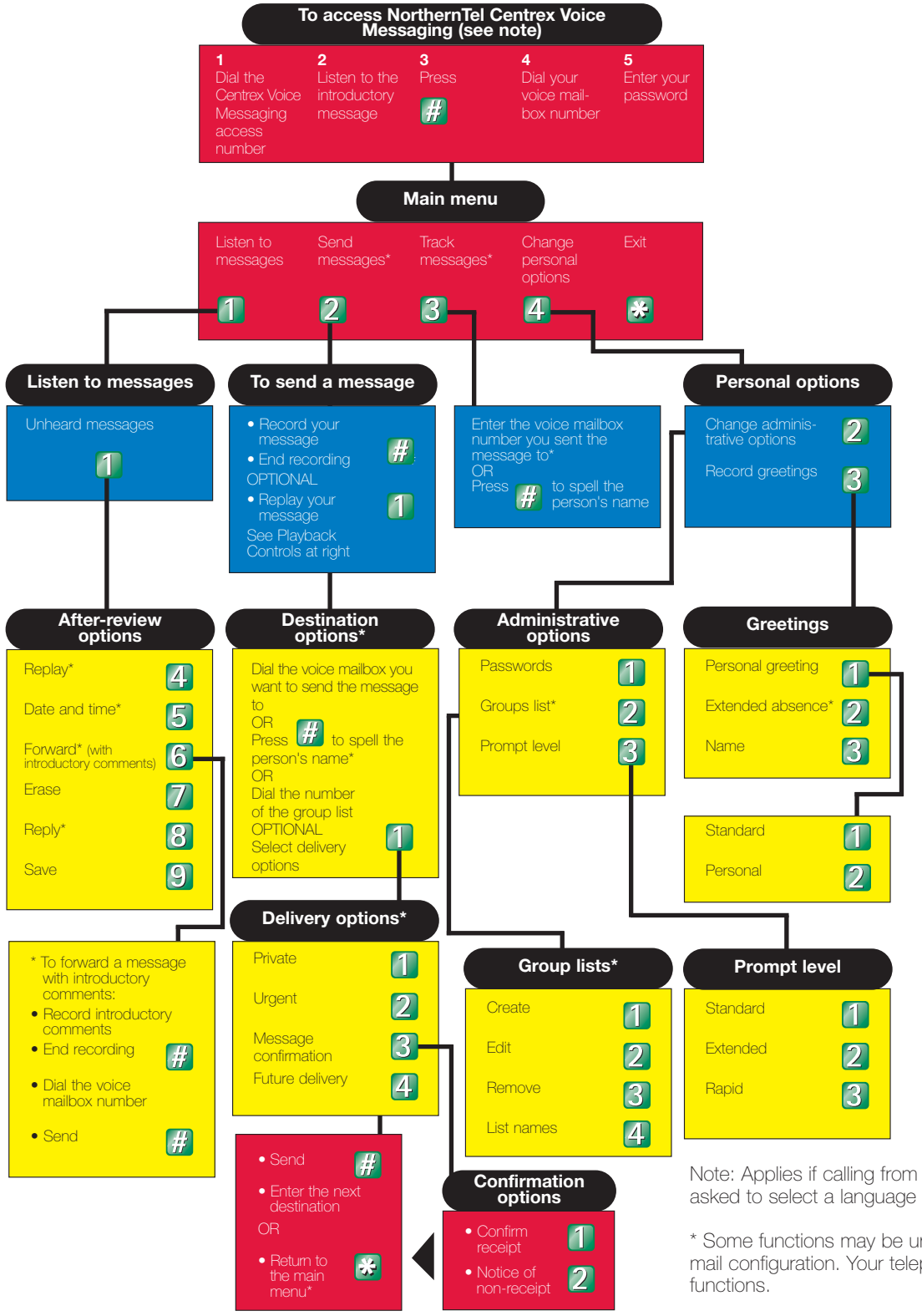
Sample greeting:

Callers hear your personal greeting whenever the voice mail system answers for you. It is therefore important for your greeting to explain why you are unavailable.

“Hello, you have reached the voice mailbox of (your name). Today (day of the week, date) I will be in my office the entire morning. This afternoon, however, I will be in a meeting. Please leave me a detailed message and I will get back to you as soon as possible. If your call is urgent, press 0 and someone will answer.

2 Some functions may be unavailable if they are not offered with your voice mail configuration. Your telephone system may also limit access to certain functions.

Overview of NorthernTel Centrex Voice Messaging



Key

FUNCTION KEYS
The following functions are available at all times:

- 0 Assistance
- * Cancel/exit
- # End/skip

Playback controls

Use the following commands while listening to messages. Some are also available when recording messages.

Position	1 Rewind	2 Pause/ Restart	3 Fast forward
Speed	4 Slow down	5 Date and time	6 Speed up
Volume	7	8 Normal	9 High
	* Cancel	0 Assistance	# Skip

Note: Applies if calling from your telephone. In certain regions you may be asked to select a language before continuing.

* Some functions may be unavailable if they are not offered with your voice mail configuration. Your telephone system may also limit access to certain functions.

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