

▶ **VOICEMAIL TO E-MAIL
(INCLUDING VOICEMAIL)**

USER GUIDE

November 2009 Version

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► CONFIGURATION OF YOUR NEW SERVICES

Before you can use the *Voicemail to E-mail*, you must first configure certain functions.

Please follow the steps below in the right order:

- 1) Initializing your **Voicemail** (mandatory)
- 2) Configuring rapid access to your message (recommended)
 - Automatic reading and backup of your messages
 - Remove the header message
 - Skip NIP

► STEP 1

INITIALIZING YOUR VOICEMAIL

The first thing you must do is initialize the new *Voicemail* feature, which is required for Voicemail to E-mail.

IMPORTANT:

This step must be done by phone, from your home or your office.

To initialize your Voicemail, follow these steps:

1. Pick up your telephone receiver and dial ***98**.
2. Enter your **temporary password** (which consists of your 10-digit telephone number).
3. **Change your temporary password (PIN):**
 - Choose a password with **6 to 15 digits**.
 - Dial it on your telephone keypad, then press #.

Write your personal password here: _____
(The new PIN must be different from the old one)

IMPORTANT:

The new password you just defined can also be used as the password for accessing the Call Feature Manager, which you will be defining later in this guide.

4. Record your **name**.
 - Press # at the end of your message.
 - Press **1** to change it.or
 - Press # a second time to save it.

5. Choose option 1 for **Personal greeting**. The other possible options are:

- 1 Personal greeting
- 2 System generated greeting that includes your name
- 3 System generated greeting that includes your telephone number
- 4 System generated greeting that includes neither your name nor your telephone number

6. Record your **Personal greeting** (maximum 30 seconds).

Begin recording at the tone:

- Press # at the end of your message.
- Press **1** to change it

or

- Press # a second time to save it.

Sample message:

"Hello, you have reached XXX-XXX-XXXX. We can't take your call right now. Leave a message and we will call you back as soon as possible. Thank you!"

7. Press * (star) to **exit**; or follow the voice prompts to access your voicemail.

Your *Voicemail* is now initialized. *Voicemail* is now ready to answer your calls automatically. You will not have to repeat this operation unless you want to review your greeting.

To change your Personal greeting, follow the instructions below:

To record a new Personal greeting:

1. Pick up the receiver.
2. Dial *98.
3. When prompted, enter your voicemail box PIN, followed by #.
4. When you hear the menu, press 3 for **Greetings menu**.
5. Press 1 to select personal greeting.
6. Press 1 to record your **greeting**.
7. At the tone, record your greeting, then press #.
8. You will hear the greeting you just recorded.
9. Press 1 to confirm it, press 2 to change this greeting or press 3 to exit without saving the recording.
10. Press * (star) to exit.
11. Hang up.

Even more, your new Voicemail service allows you to create a **Busy Greeting** which will play to callers when your phone is already in use by you or another family member. This greeting is not mandatory. If you decide to not configure it, personal greeting that you defined previously will be used.

Record Busy greeting:

1. Pick up the receiver.
2. Dial *98.
3. When prompted, enter your voicemail box PIN, followed by #.
4. When you hear the menu, press 3 for **Greetings menu**.
5. Press 5 to record your **Busy greeting**.
6. At the tone, record your greeting, then press #.
7. You will hear the greeting you just recorded.
8. Press 1 to confirm it, press 2 to change this greeting or press 3 to exit without saving the recording.
9. Press * (star) to exit.
10. Hang up.

Remote Access to Voicemail when you're away

Once you have initialized your *Voicemail*, you can access it any time, even when you are away from your home or your office, in order to listen to, save or delete your voice messages.

To access your messages from the outside:

1. **Dial your phone number.**
2. When you hear the *Voicemail* greeting, **press *** (star).
3. The system will ask you for your PIN. (the same as Voicemail)
4. You will then be able to access your messages, as well as all the *Voicemail* features.

Alternate Remote Access Number (direct dial)

If *Call Forwarding* has been activated on your line, you will have to dial the **Remote Access phone number** that you were given when you subscribed. Because you might not hear your greeting when this service is activated, this phone number gives you direct access to the *Voicemail* instructions. After you input your 10-digit telephone number and your password, just follow the voice prompts as usual.

Remote access phone number: _____
(write in the number that you were given when you subscribed)

Using the Voicemail system menus

Please refer to the "**Voicemail at-a-glance**" table at the end of this guide for an outline of all the *Voicemail* system menus.

The table is available online on our website at www.northerntel.ca/telephony, in the "User Guide" section.

► STEP 2

CONFIGURING RAPID ACCESS TO YOUR MESSAGE

This step allows you to configure your voicemailbox which will give you a faster access your voice messages. It includes 3 sub-steps that can be made in whole or in part depending on what you want to keep as service configuration.

We suggest you:

- To enable automatic reading and backup of your messages.
- To remove the header message (name, time and source of the message).
- To skip PIN entry when you access from your phone.

1. Pick up the receiver.
2. Dial *98.
3. When prompted, enter your voicemailbox PIN, followed by #.
4. When you hear the menu, press 4 for **Mailbox settings**.
5. Press 2 for **Handsfree** and **Time saver** options.
6. Press 1 for **Autoplay** setting.
 - a. If Autoplay is not activated, press 1 to activate it and press 1 again to confirm.
 - b. If Autoplay is activated, press * to return to **Handsfree** and **Time saver** menu.
7. Press 3 for **Voicemail preferences** options.
8. Press 1 for removing message header and press 1 again to confirm.
9. Press * to return to **Handsfree** and **Time saver** menu.
10. Press * to return to **Mailbox settings**.
11. Press 3 for **Security options**.
12. Press 3 for **Skip PIN** and press 1 to activate it.
13. Hang up.

► CALL FEATURE MANAGER

► WHAT YOU WILL FIND IN THE CALL FEATURE MANAGER

Include with your **Voicemail to E-Mail**, you have access to an Internet Web site on which you can retrieve your voicemail messages or manage your Voicemail to E-mail. The name of this Internet Web site is **Call Feature Manager**.

Prerequisite:

- High Speed Internet access (recommended)
- One of the following Web browser:
 - Internet Explorer 6.0 or higher
 - Firefox 2.0 or higher
 - Netscape 7.0 or higher

The following instructions will help you on how to access **Call Feature Manager**.

- Go to the Web address <http://telephony.northerntel.ca>.
- To open a session, enter your **Number**. This means your 10-digit phone number, without spaces, and your **password**, then click on "Login" (consult the *Configuration of your new services* section if it's not already done).



IMPORTANT:

As indicated earlier, your **temporary password** is your 10 digit telephone number. We strongly recommend that you change this temporary password as follows:

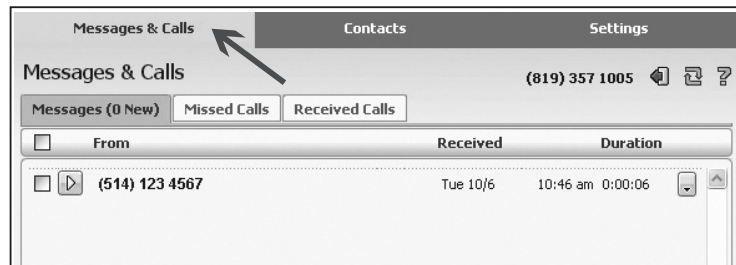
- Go to the "Settings" tab, and click on the "Security" sub tab.
- Enter your **new Web password**.
(Note: This new password can be the same password that you defined for your PIN, however keep in mind that there is no synchronization between the two. Therefore, whenever you change one, you will need to change the other manually in order to use your PIN as your WEB password.)
- **Confirm** this password by entering it a second time
- Click on the "Apply new password" button.

When you access the Call Feature Manager, you have access to **three tabs**:

“MESSAGES & CALLS” TAB

In this tab, you can:

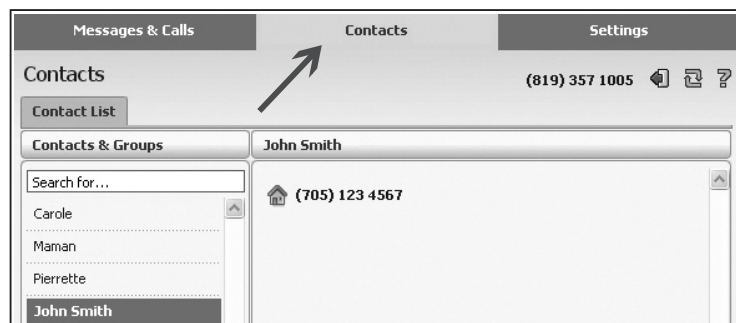
- Listen to new messages, and see the date and time the calls came in and the duration of each message.
- View the list of missed calls, as well as the date and time of each call.
- View the list of received calls as well as the date and time of each call.



“CONTACTS” TAB

In this tab, you can:

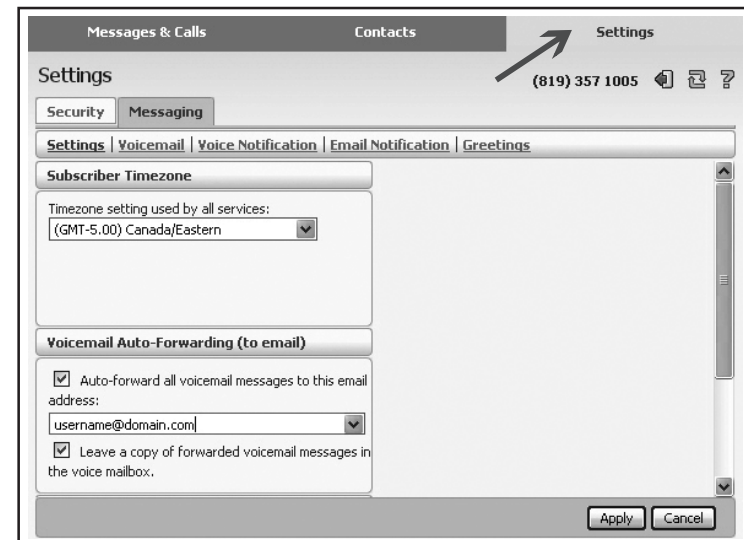
- See a list of all of your personal contacts.
- Manage the list of your personal contacts and group them.
- Associate an abridged code with certain phone numbers (*Speed Calling*).
- Import your actual contact list from Outlook (or any other contact manager)



“SETTINGS” TAB

In this tab, you can:

- Security tab: Change your Web password and your NIP.
- Messaging tab: Set your Voicemail settings.
 - ◊ Settings tab: Set an e-mail address that will be used to receive your voice messages in your mailbox and to listen to them in a “.wav” format.
 - ◊ Voicemail tab:
 - > Time saver settings
 - Skip the PIN
 - Save messages automatically
 - Change Auto-play features
 - ◊ Voice Notification tab: Be notified, at any telephone number, whenever you have a voicemail message.
 - ◊ E-mail Notification tab: Set other e-mail or SMS (cellular) addresses to which e-mail notifications will be sent when voice messages are received in your Voicemail.
 - ◊ Greetings: Allows you to set and to choose the desired greeting.



► CALL FEATURE MANAGER BY INTERNET AND BY PHONE

The *Call Feature Manager* allows some of the *Call Management Services* on your phone line to be customized and managed by Internet.

By Internet

- See missed and answered calls
- View the date and time of each call
- Listen to your voice messages on your computer
- Create and edit your list of personal contacts
- Change your password and your PIN
- Access the *Call Feature Manager* web-tool from any Internet connection (from home, from the office, from a friend's, or while traveling)

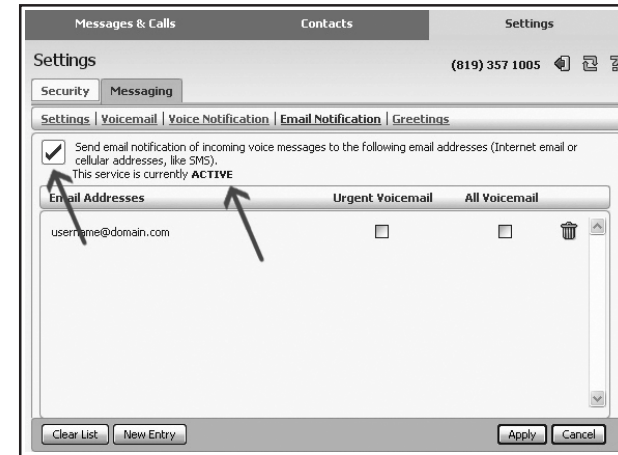
By phone

- Access your *Voicemail*, even when you're away from your home or your office.
- Change your password and your PIN

► ACTIVATING AND DEACTIVATING SERVICES BY INTERNET:

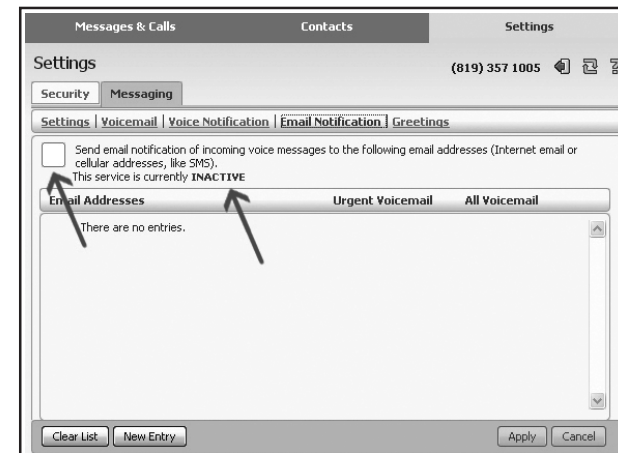
Remember that Voicemail to E-mail can be activated and deactivated by Internet.

When a service is “Active” in the *Call Feature Manager*, a “green checkmark” icon is displayed and the word “ACTIVE” appears at the end of the sentence “This service is currently”.




- To deactivate a service, click on the “green checkmark” icon; The checkmark will disappear to indicate that the service is inactive.
- **IMPORTANT:** The change will not apply until you click on the “Apply” button.

When a service is “Deactivated” in the *Call Feature Manager*, the word “INACTIVE” appears at the end of the sentence “This service is currently”.



- **To activate a service**, click in the empty box. A “green checkmark” will appear to indicate that the service is active and the word “ACTIVE” will appear at the end of the sentence “This service is currently”.
- **IMPORTANT:** The change will not apply until you click on the “Apply” button.

Conflict between two services:

In the *Call Feature Manager*, when you activate a service, you may occasionally see a  (exclamation mark) icon. This generally means that the service is interacting with or has been superseded by another service and that it cannot, consequently, be configured the way you wish. You can hover your mouse over this icon for more information about the conflict.

► **HELP:**

An online “Help” menu is available at all times in *Call Feature Manager*. Please refer to it for a description of the *Call Management Services* and to understand how to enable and disable the services.

► **DATA REFRESH:**

If your browser window has been open but inactive for a few minutes, new calls will not be visible in your window. You will need to “refresh” the web page to update the data and see your new voice messages.

► **END OF SESSION:**

(connection idle) It is recommended that you quit your Web session when you have finished. For security reasons, your Call Feature Manager session will automatically end after 15 minutes of inactivity (when no changes are applied or no pages are clicked or refreshed for 15 minutes).

► CALL MANAGEMENT SERVICES: HOW TO USE THEM

► **VOICEMAIL AND MESSAGE WAITING INDICATOR**

Allows your callers to leave a message in a voice mailbox. If your phone is equipped with a Message Waiting Indicator, an indicator light will blink. When you pick up the receiver, an audible signal will let you know that a message is waiting in the voice mailbox.

With *Voicemail*, all of your calls will be answered with a personal greeting, even when you are already on the phone or unable to answer. An intermittent dial tone or indicator light will tell you when you have messages.

Your messages are saved so that you can listen to them whenever you like, day or night, from any Touch-tone phone or cell phone.

You can listen to your messages from your home, your office or anywhere else. *Voicemail* is easy to use thanks to the voice prompts that tell you what to do step by step. Your *Voicemail* password ensures security and privacy.

To access your voice mailbox:

1. Dial ***98** from your phone (*if you are calling from a different phone number, dial the Voicemail remote access number that was supplied with your subscription. Once you have entered your 10-digit telephone number and your password, follow the voice prompts.*)
2. Follow the *Voicemail* prompts to listen to your messages, save them, or delete them, and to change your greeting and your password.

Using the Voicemail system menus

Please refer to the “**Voicemail at-a-glance**” table at the end of this guide, for an outline of all the *Voicemail* system menus.

*** USEFUL INFORMATION ABOUT VOICEMAIL ***

- Maximum length of the greeting: 30 seconds.
- Unheard messages are saved for: indefinitely.
- Messages are saved for: 10 days.
- Maximum number of messages that can be saved: 150 (including archived messages) each no more than 1 minute long.
- If you have a phone equipped with a display screen, the screen will display “Message waiting” or “Voice mailbox” and the indicator light will blink to let you know that you have messages.
- The distinctive (intermittent) dial tone, indicating that you have a message in your voice mailbox, will not prevent you from making or receiving calls. Call as you would normally.
- Lost or forgotten password: call NorthernTel Technical Support by dialing 611.
- With *Call Waiting*, your unanswered calls will automatically be redirected to your *Voicemail*.
- To change the **number of rings** before your callers are redirected to your *Voicemail* to leave a message, press *94.
- With *Call Forwarding*, you can automatically forward your calls to *Voicemail* when you don’t want to be disturbed.
- In the service options, it is possible for an incoming caller to record a message even if your line is busy. A message will indicate to the caller that you are on the phone and they may leave a message for you. Please note that when the line is busy (a combination of the phone off the hook without conversation or placing of a call) the incoming call will not go to *Call Waiting* but will be forwarded directly to your *Voicemail*.

Activation by Internet

1. The **Call Feature Manager** web-tool at <http://telephony.northerntel.ca>.

Refer to the **Online Help** for a more detailed explanation.

Voicemail to E-mail is a complement to the Voicemail. This service allows you to redirect your voice messages to an e-mail address, for instance at home, at the office, to a web-based address such as Hotmail or to a cell phone.

Warning: For a cell phone redirection, you must already be subscribed to a cellular Data service from your provider.

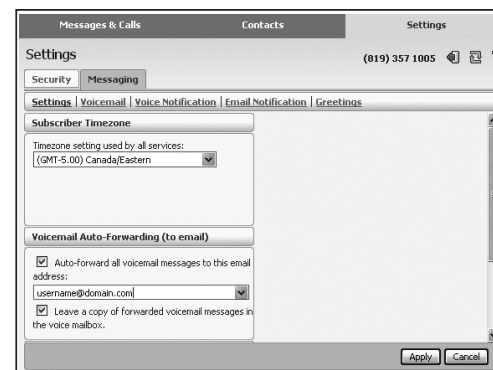
This means that a “.wav” file of the voicemail message will be redirected to your defined e-mail address on which you will be able to click and listen the message without connecting remotely to your Mailbox. However, take note that Message Waiting Indicator (light on the phone and stutter dial tone) will not be removed when you listen to your message through your e-mail.*

*In addition, the **Voicemail to E-mail** service could send a notification e-mail and/or SMS (Short Message Service) notification to any addresses other than the one on which Mailbox redirection is defined. Those notifications are Text only format and will inform you that someone left you a voice message. Unlike redirect, you will need to connect remotely to your Voicemail to listen to the message left by the caller.*

Warning: Make sure that your Voicemail is initialized before you use the Voicemail to E-mail option (see “Initializing your Voicemail” - Step 1).

Redirect voice messages to a Mailbox:

1. Access the **Call Feature Manager** web-tool at <http://telephony.northerntel.ca>.
2. Enter your 10-digit telephone number (without spaces).
3. Enter your personal password (PIN).
4. Click on “**Settings**” tab on the top right corner of the menu window and on the sub-tab “**Messaging**”.



5. In “**Messaging**” menu, you have to click on “**Settings**” sub-tab and check “**Auto-forward all voicemail messages to this e-mail address:**”.
6. Enter an e-mail address on which you want to receive a redirect of voice messages left in your Voicemail (ex: yourname@hotmail.com or yourname@office.com or yourname@email_address (associated to your Blackberry or other cell phone).
7. Check “**Leave a copy of forwarded voicemail messages in the inbox:**”:

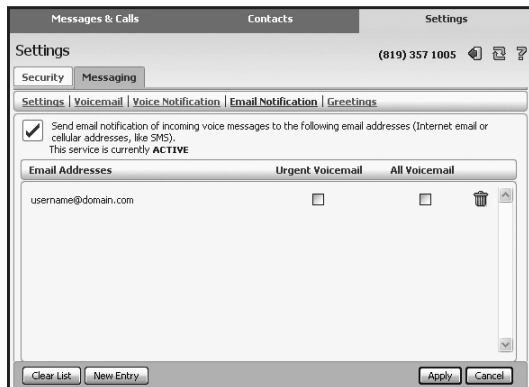
IMPORTANT:

By unchecking this box, all voice messages will automatically be erased from your Voicemail when they are transferred into your mailbox.

8. Click on **Apply**.

Notification by E-mail and SMS

As previously identified, these next steps will show you how you can receive a notification message to one or more e-mail addresses as well as your cell phone via a short text message (SMS).



1. At the “**Messaging**” tab (under “**Settings**”) click on “**E-mail**” sub-tab (to receive notification by E-mail or SMS other than the one that you defined on Step 6).
2. Check box “**Send e-mail notification of incoming messages to the following addresses**”.

3. Click on button “**New Entry**” for starting to create a list of e-mail addresses or SMS (for instance: 7051234567@txt.northerntelmobility.com or 7051234567@txt.bell.ca).

Wondering how to retrieve your SMS address? Simply compose a SMS with your cell phone and send it to your e-mail address. Your SMS address will appear on the e-mail received.

Example:

From: 7051234567@txt.northerntelmobility.com

To: yourname@domain.com

4. Check the box corresponding to the types of voice messages you want to receive notification.
5. Click on **Apply**.

Your *Voicemail to E-mail* service is now configured! All calls you receive will also be forwarded to the Inbox that you identified in the website of the *Voicemail to E-mail*.

▶ RING CONTROL

With ring control, you can program the number of times the phone rings before Voice Mail picks up. You can choose any number of rings from zero to nine, and you can change this number as often as you like.

Remember, your caller will hear one ring more than the number you select. When you subscribe to Voicemail, the number of rings is set at three. This means you hear three rings but your caller hears four.

How to programm Ring control:

- Pick up the receiver and wait for a dial tone.
- Dial *94.
- Listen for three beeps followed by the dial tone.
- Enter the number of rings:
 - 0 for no ring
 - 1 for one ring
 - 2 for two rings
 - 3 for three rings
 - 4 for four rings
 - 5 for five rings
 - 6 for six rings
 - 7 for seven rings
 - 8 for eight rings
 - 9 for nine rings
- Listen for two beeps to confirm the system has registered your request.

Forgot your password

If you forgot your password, please call the technical assistance below.

Technical assistance

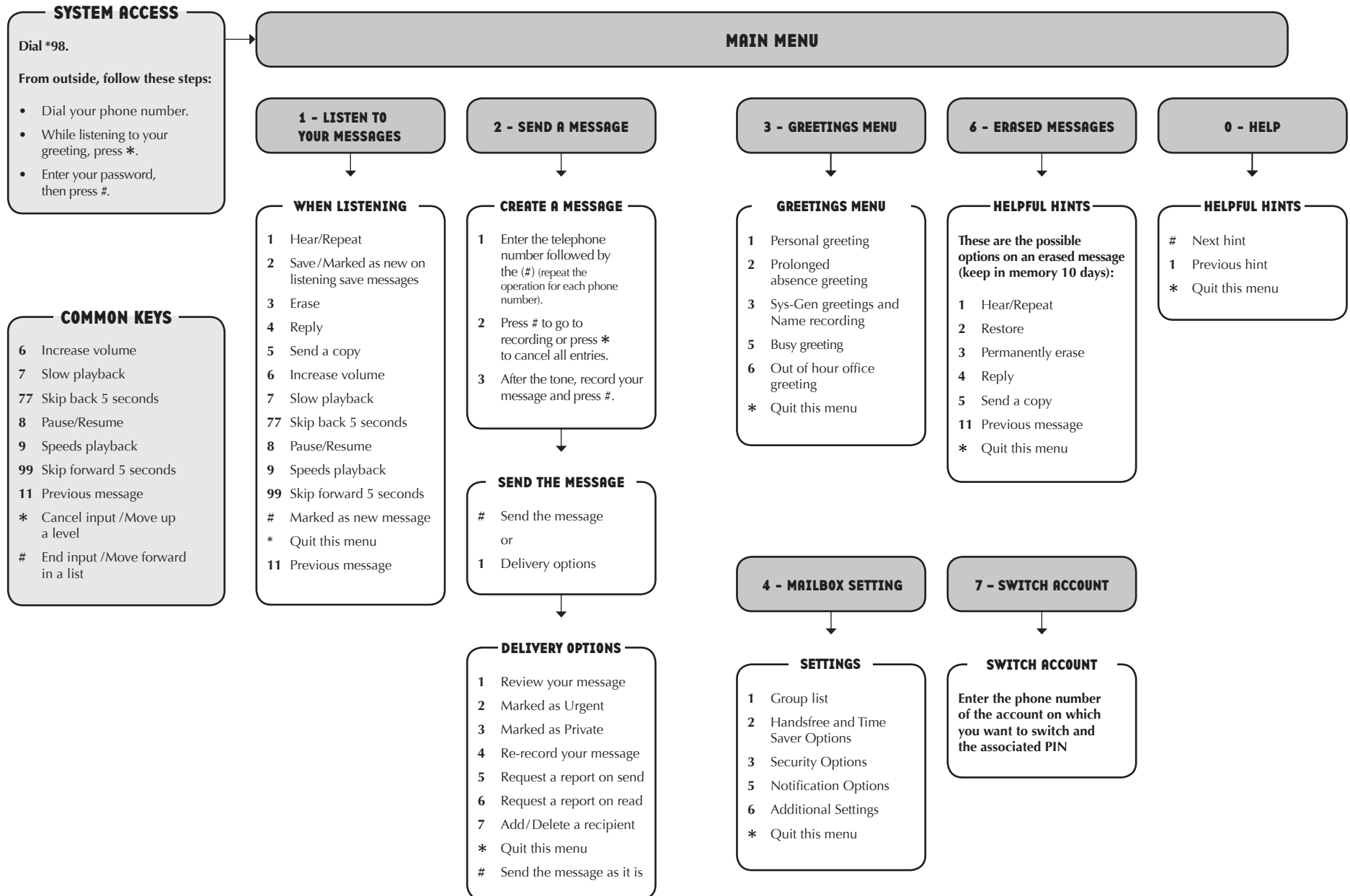
For technical assistance, please contact us during business week hours by dialing **611** (in the prompt menu, choose **Repair or Technical Support for your telephone service**).

Customer Service

If you have any questions about your telephone service, such as billing, adding or removing other services, please contact us during business week hours:

- Dial **1-800-360-8555**;
- Enter your phone number, including the area code;
- **Press 1** for Telephone service, then;
- **Press 1** for Telephone service, then:
 - **For billing**, press 1;
 - **For a change to your customer file**, press 2;
 - **To order or for more information on our products and services**, press 3.

▶ VOICEMAIL AT-A-GLANCE



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1-800-360-8555
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