

# TELUS voice mail service | extension mailboxes



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getting started	3
access and manage your messages	4
customizing mailboxes options	6
troubleshooting tips	8



911 Disclaimer:  
Service outages may prevent successful 911 call completion.  
You must tell us where you are.  
International Restrictions: If you are calling from outside of Canada, use a telephone which connects you to local emergency services. The TELUS operator will not be able to connect your call to emergency personnel in an international location.

## getting started

### Welcome to TELUS Voice Mail Service with Extension Mailboxes

This guide will get you up and running and help you understand the features of this service.

Here are a few tips to help you get started. Use the following keys when you are in your mailbox to:

- # Complete an entry or skip instructions
- \* Return to a previous menu or exit

### 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 may 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.

### Numbers and passwords

- **Access number** – Call this number to set up the mailbox and retrieve messages or if calling from home, just press \*98. If you do not know your access number you can look it up at [telus.com/callingfeatures](http://telus.com/callingfeatures).
- **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** – 4 to 15 digits that you choose, it should not be your phone number and cannot start with zero.

### Setting up your voice mail

#### From your own phone

1. Dial \*98.
2. Listen to the voice instructions. When prompted, enter your temporary password (see left).

#### From another phone

1. Dial your access number (see left).
2. Listen to the voice instructions. Press # and enter your mailbox number. When prompted, enter your temporary password (see left).
3. Follow the voice instructions for creating your permanent password using guideline above (Number and Passwords).
4. Record your name, then press #.
5. Press 2 to record your greeting, then press #. This greeting is what callers will hear before they leave a message for you. Your mailbox is now ready to use.

#### Next you need to create your extensions

To create your extension mailboxes, from the **Main Menu** press 49 and follow the instructions.

1. Advise the extension users that their extension mailbox is created and their temporary password is the 10 digit mailbox number plus their extension number (1, 2 or 3).
2. Press \* to exit. Whenever you exit your mailbox, you should press \* until the system says "Goodbye."

#### Extension mailbox user set-up

1. Dial \*98. When prompted for your temporary password, enter the 10 digit mailbox number **PLUS** your extension number (11 digits total).
2. Follow the instructions to select your own password, record your name and your personal greeting.
3. Press \* to exit. Whenever you exit your mailbox, you should press \* until the system says "Goodbye."

## access and manage your messages

### Retrieve your messages

You have new messages when:

- You lift your phone handset and hear a series of short dial tones. You may still place an outgoing call when you hear these short dial tones
- Your messages waiting light comes on if you have one on your phone.

### Listen to messages at home

- Dial \*98 or dial your access number and enter your password.
- Refer to “**Skip Password**” under **Customizing Mailbox Options** if you do not want to enter a password when dialing from home.

### Accessing other extensions:

- From the **Main Menu**, press 6 to log into another extension or the main mailbox.
- From the **Main Menu**, press 8 to hear which mailbox has messages.

### Listen to messages away from home

- Dial your access number.
- Press #, then enter your mailbox number and your password.

#### Or

- Dial your own phone number.
- When you hear your voice mail greeting, press the \* key, then enter your password.

### Access your messages on the Web

- First you will need to initialize your mailbox from your phone.
- Then log into your account at [www.telus.com](http://www.telus.com)
- Under “**My Account On Line**” select **Log-in**.
- Login to your [telus.com](http://www.telus.com) account.
- Choose the **voice mail log-in** under **QuickLinks**.
- Follow the instructions.

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## Message playback controls

### During message playback

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

### After message playback

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

## Send messages

The first 25 message destinations/month are free, additional message destinations are 10¢ each.

- You can send messages to other TELUS Voice Mail users throughout AB and BC without ringing their phone.
- From the main menu press **2** to record your message, then press **#** at the end of your message.
- Enter the destination mailbox number(s) or enter a distribution list number and press **#** to send.
- You can also have the system deliver this message to someone without a mailbox. Just enter their phone number and the system will call them to deliver the message.

## Forward messages

The first 25 message destinations/month are free, additional message destinations are 10¢ each.

- You can forward messages to other TELUS Voice Mail users or to people without a mailbox. After listening to a message, press **6** to record your introduction, key in the destination mailbox or phone number, then press **#**.

## Reply to a message

The first 25 message destinations/month are free, additional message destinations are 10¢ each.

- After listening to a message, press **8** to record your reply, then press **#**. 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.

## Call sender

- After listening to a message, press **88** to try to call the person who sent you a message.
- 30 minutes North America return calling is included free.

## Listen to callers while they leave messages

- When a call is forwarded to your mailbox, you will hear a brief ring tone. From this time, you have 21 seconds to begin monitoring the call by picking up your phone.
- To end monitoring, hang up and the message will continue to be recorded.
- If you choose to intercept the call, quickly depress the switch hook or press your **'link'** or **'flash'** key (if your phone has one) and begin speaking with the caller.
- If you are monitoring a call and you hear your Call Waiting, you can connect to the Call Waiting call by using the **'link'** or **'flash'** key or quickly depressing the switch hook. This will disconnect you from the caller you were monitoring and that caller will continue to leave a message in your mailbox without interruption.
- Once you have intercepted a monitored call and are speaking with that caller, your Call Waiting will work just the same as it does on any other call. When you hear the Call Waiting tone, you can choose to pick up the second caller or allow them to forward into your mailbox.
- Only one call at a time is available for monitoring.

## customizing mailbox options

### Record personal greetings

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

### Record busy greeting

- Callers can hear a personalized message telling them that you're on the line.
- From the **Main Menu** press **4 3 1 2 2**.

### Schedule greetings

- Schedule the greeting you want to be played at different times on different days.
- From the **Main Menu** press **4 3 5**.

### Extended absence greeting

- This greeting cannot be skipped by callers. You can choose if you want callers to be able to leave a message or not.

### Turn message monitor on or off

- You can disable **Message Monitor** by picking up the receiver, waiting for dial tone and dialing **\* 9 5**.
- This disables the feature until such time as you repeat the **\* 9 5** process to turn it back on.

### Turn autoplay on or off

- You can control whether messages automatically begin playing upon entry into your mailbox.
- From the **Main Menu** press **4 2 4**.

### Turn skip password on or off

- With skip password on, you won't need to enter a password when you are accessing your mailbox from you home number.
- To change it, from the **Main Menu** press **4 2 1 3**.

### Change your password

- From the **Main Menu** press **4 2 1 1** and follow the prompts.

### Adjust the number of rings before the call goes to your mailbox

- Lift the receiver and press **\* 9 4** – you will hear a dial tone.
- Enter the number of rings you want callers to hear (must be between 2 – 9), listen for 2 beeps then hang up.

### Manage group distribution lists

- Create a **group list**. Then when you need to send a message to all of those people, you just record the message and enter the group list number.

**Note:** For purposes of calculating message charges, each destination counts as one message.

- To create a group list, from the **Main Menu** press **4 2 2** and follow the instructions.

### Turn message waiting Indicator on or off

- Your message waiting indicators are the interrupted dial tone you hear when you pick up the phone, and the message waiting light if you have one on your phone.
- If you turn this off, you will no longer receive message waiting tone or message waiting light notification when you have a new message.
- From the **Main Menu** press **4 1 1**

**Note:** This does not control **Pager** or turn **Outcall Notification** on or off. Refer to instructions below to **Manage Pager and Outcall Notification**.

### Manage pager and outcall notifications

- 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

### Need more help or details on voice mail?

- 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 tone

#### Why doesn't my message waiting tone work?

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

#### Message waiting tone won't turn off

If you have listened to all your new messages but your Message Waiting is still on, check with all extension mailbox users to see if they have any new unheard messages.

To hear how many unheard messages exist in all mailboxes and extensions from the **Main Menu** press **8**.

Your Message Waiting indicators will not turn off unless there are no unheard messages in any of the Main or Extension mailboxes.

### 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.

### Modem/data calls

#### My modem doesn't work/I can't make data calls when I have messages waiting.

Many modems can be programmed to ignore the interrupted tone or in certain areas, to pause until a steady tone is heard. Check with your modem provider.