



Centrex Messaging

User Guide - Enhanced





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Welcome to Centrex Messaging. This guide will get you up and running and help you understand the basic features of this service. **We strongly encourage you to listen to the prompts** and try pressing keys to discover new and interesting options. You can't break this service by pressing keys and if you ever get stuck, just **press** the **[*]** key until you are back to the Main Menu and start over again!

Getting started

Before you set up the service, here are a **few tips to help you get started.**

Look on your telephone key pad and locate the pound **[#]** key and the star **[*]** key.

Use these keys when you are in your mailbox to:

[#] Pound Key - Complete an entry or skip instructions

[*] Star Key - Return to a previous menu or exit

Think of a personal password, 4–15 digits in length.

Think about what greeting you want callers to hear. There are **two primary greetings:**

Personal Greeting: This greeting can be customized by recording your own voice and greeting.

Standard Greeting: Only your recorded name or telephone number is stated as part of the system recording.

Access Number: Call this number to set up the mailbox and retrieve messages. If you do not know your access number please contact your voice mail manager or your TELUS Sales Representative.

Mailbox Number: This is your 10-digit phone number (area code + phone number).

Temporary Password: This is your mailbox number (area code + phone number).

You are now ready to set up your Centrex Messaging mailbox.

Centrex Messaging Mailbox set-up

Be sure to listen to the system prompts to help guide you through the set-up.

1. *Dial your access number. If you do not get asked for your password, **Press [#]** and enter your mailbox number (area code + phone number).*
2. Enter your temporary password (area code + phone number).
3. Enter your personal password (4-15 digit number) then **press [#]** you will now be prompted to record your “busy” and “no answer” greetings.
4. **Press [1][2]** to record your personal “busy” greeting, then **press [#]**.
5. **Press [2][2]** to record your personal “no answer” greeting, then **press [#]**.
(examples of busy and no answer greetings are provided on page 3).



You will now need to create a Name Recording. This is used as a personal mailbox identifier.

6. Press **4 3 3** for Name Recording.

7. At the tone, record your first and last name, then press **#**.

Remember, if you make a mistake you can press ***** and begin again.

Your Centrex Messaging Voice Mail service is now ready to receive and send messages.

Messages

How do you know you have messages waiting?

You have a new message(s) when:

- your message-waiting light comes on if you have one on your phone, or
- you lift the handset and hear a series of short dial tones.

You can still place an outgoing call when you hear these short dial tones.

Note: Some phones have Message Waiting lamps that are not compatible with Centrex Messaging and must be set up for stutter dial tone.

Listening to messages from your office phone:

Press your message key when lit, or dial your access number.

Enter your Personal Password.

Press **1 1**.

Listening to messages when away from the office:

Dial your access number (*long distance charges apply if you are outside the local calling area*).

Press **#**.

Enter your 10-digit mailbox number (area code + phone number).

Enter your Personal Password.

Press **1 1**.

Listening to messages from a colleague's office phone:

Press your message key when lit, or dial your access number.

Press *****.

Enter your 10-digit mailbox number (area code + phone number).

Enter your Personal Password.

Press **1 1**.

After listening to each message, you can:

Press **7** Erase

Press **4** Replay

Press **9** Save



Press **[6]** **Forward** Record your introduction, key in the recipient's 10 digit mailbox number, then **press [#]**.

Press **[8]** **Reply** Record your reply, then **press [#]**. No need to enter a mailbox number. If the system does not list the **press [8]** feature, then this feature is not available to send a message to this mailbox.

While listening to each message, you can:

Press **[1][1]** **Rewind to beginning of message**

Press **[4]** **Slow down**

Press **[1]** **Rewind 10 seconds**

Press **[5]** **Date and time of message**

Press **[2]** **Pause**

Press **[#]** **Skip the message**

Press **[3]** **Fast Forward 10 seconds**

Press **[6]** **Speed up**

Press **[3][3]** **Fast Forward to end of message**

To send a message to another TELUS Centrex Messaging mailbox without ringing the recipients phone, you can:

Press **[2]** **Send** Record your message, **press [#]**, key in the recipient's 10 digit mailbox number, then **press [#]**. **If you make a mistake, press [*] and record your message again.** You can also key in several numbers to send your message to several mailboxes.

For **message delivery options**, **press [0]** before sending a message. You can send messages up to 30 days into the future.

Greeting options

Busy/No Answer Personal Greeting: This feature allows you to record two separate greetings based on whether your line is busy or not answered. **TELUS recommends recording a generic "Busy" greeting which is retained permanently, and recording a "No Answer Greeting" on a daily or weekly basis.** It is also recommended that customers record Personal Greetings rather than using the Standard System Greetings.

Busy greeting: from the Main Menu, **press [4][3][1][1][2][*]**. After recording your greeting **press [#][#]**. Then you can **press [*]** to back up to the previous menu.

Sample Busy Greeting: "Hello this is John Smith of xyz company and I'm currently on the phone. Please leave a short message, or if you prefer, call me back in a few minutes. Thank you."

Note: If callers have the option to press zero to reach an attendant, this option might also be included in the Busy Greeting.



No Answer greeting: from the Main Menu, press **4 3 1 2 2 *** and then record.

Sample No Answer Greeting: “Hello you’ve reached the voice mail service of John Smith with xyz company on Tuesday, November 10th. I will be in meetings this morning, returning to the office in the afternoon. Please leave me a detailed message and I’ll return your call as soon as possible. Thank you for calling.”

Standard Greetings: Only your recorded name or number are included in your greeting. The standard greeting indicates either that you are on the phone or you are not available, depending whether the caller encounters a busy signal. From the Main Menu, press **4 3 1** and follow the prompts.

Extended Absence Greeting: This is a temporary greeting that allows you to record a message over your regular greeting. From the Main Menu, press **4 3 2** and record your greeting, then press **#**. To cancel, press **2** when prompted after you open your mailbox from the Main Menu. When you record an Extended Absence Greeting, callers cannot leave a message, or press **#** to skip your greeting.

Feature options

Outcall Notification: You can program your Centrex Messaging mailbox to call a local number when a new message has been received in your mailbox. You control the schedule and how messages are to be handled. To set up from the Main Menu press **4 1 1 4** and follow the prompts. To change your schedule, from the Main Menu press **4 4** and follow the prompts.

Combined Voice Mail: Put your office and your TELUS Mobility cell phone together with Combined Voice Mail and you’ll get all your messages in one voice mailbox. It will save time and make retrieving messages a lot simpler! To order this feature contact your Customer Relationship manager or call 310-3100.

Hints and tips

Here are a few hints and tips to get you started!

Skip a Greeting: Press **#** key. When leaving a message for someone with a Centrex Messaging mailbox, you can press the **#** key to skip their Greeting and leave your message immediately.

Quickly Delete a Message: Press **3 3 7** while listening to a message.

Exit voice mail when you hear a Deleted Message: Press *** *** or simply hang up. Deleted messages will be gone next time you access your mailbox. **It is not necessary to erase your deleted messages twice.** If you wish to go to the main menu when you hear a deleted message, press ***** once.

Recover a Deleted message: Press ***** to go to the Main Menu, then quickly press **1 9** to go to the deleted message queue. You can also resave deleted messages when they are replayed at the end of your mailbox session.



Group Distribution Lists: When sending messages to other Centrex Messaging users, customers with the largest Centrex Messaging mailbox can set up as many as 15 separate lists with up to 25 numbers per list. These lists can save time when sending the same message to a group of people. To create a distribution list, **press** **4** **2** **2** from the Main Menu and follow the prompts.

Envelope Information: **Press** **5** from the Main Menu to hear the date and time the message was left, and the caller's telephone number. This can be very useful if the caller's name or number are unclear or not provided in the original message. Envelope information is not available on some calls.

If you have any questions about your Centrex Messaging mailbox, **please contact your TELUS Customer Relationship Manager or call 310-3100.**