

Dear «cust\_name»

Thank you for subscribing to **TELUS Voice Mail Simple**. The attached guide will get you up and running and help you understand the basic features of this service.

Additional information on how to use TELUS Voice Mail Simple can be found at [telus.com/callingfeatures](http://telus.com/callingfeatures). You can also call the Calling Features Help Line at 1-800-663-8131 between 7a.m. to 8p.m. PST or 8a.m. to 9p.m. MST, 7 days a week. When prompted ask for “Voice Mail Instructions”.

If you require other products and services to help you take further control of your communications, please feel free to call «cta\_phone» or visit us at [www.telus.com](http://www.telus.com) to place your order today.

Sincerely,  
«cta\_name»

# TELUS Voice Mail Simple User Guide

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**Welcome to TELUS Voice Mail Simple.** This guide will get you up and running and help you understand the features of this service.

## GETTING STARTED

Here are a **few tips to help you get started.**

Use the following keys when you are in your mailbox to:

<b>#</b>	<b>Pound Key</b>	<b>*</b>	<b>Star Key</b>
Complete an entry or skip instructions		Return to a previous menu or exit	

<b>Greetings</b>	This is the message callers will hear when you are unavailable. There are 2 main greetings to choose from.
<b>Personal Greeting</b>	This is a greeting that you may record using your own voice. Your greeting may be up to 30 seconds in length.
<b>Standard System Greeting</b>	If you don't want to record your own greeting, you can use the standard system greeting, which will tell callers you are unavailable.

<b>Numbers and Passwords</b>	
<b>Access Number</b>	Call this number to set up the mailbox and retrieve messages or if calling from home, just press <b>*98</b> . If you do not know your access number you can look it up at <a href="http://telus.com/callingfeatures">telus.com/callingfeatures</a> .
<b>Mailbox Number</b>	This is your 10 digit phone number (area code + phone number)
<b>Temporary Password</b>	This is your 10 digit phone number (area code + phone number)
<b>Permanent Password</b>	4 to 15 digits that you choose, it should not be your phone number and cannot start with zero.

<b>Setting Up Your Voice Mail</b>	
<b>From your own phone</b>	
1	Dial <b>*98</b> .
2	Listen to the voice instructions. If prompted, enter your temporary password (see above)
<b>OR From another phone</b>	
1	Dial your access number (see above).
2	Listen to the voice instructions. Press <b>#</b> and enter your mailbox number. When prompted, enter your temporary password (see above)
3	Follow the voice instructions for creating your permanent password using guideline above (Numbers and Passwords).
4	Record your name, then press <b>#</b>
5	Press <b>2</b> to record your greeting, then press <b>#</b> . This greeting is what callers will hear before they leave a message for you.
<b>Your mailbox is now ready to use.</b>	
6	Press <b>*</b> to exit. (Whenever you exit your mailbox, you should press <b>*</b> until the system says "Good-bye")

## 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 Customize Mailbox Options, if you do not want to enter a password when dialing from home.

#### Listen to messages away from home:

Either:

- 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.

### Message Playback Controls

Key Press	During message playback	After message playback
<b>1</b>	Rewind 10 seconds	Replay message
<b>11</b>	Rewind to beginning	n/a
<b>2</b>	Pause, press 2 again to restart	Previous message
<b>3</b>	Forward 10 seconds	n/a
<b>33</b>	Forward to end of message	n/a
<b>5</b>	Date, time, sender	Date, time, sender
<b>6</b>	Forward message	Forward a message
<b>7</b>	Delete message	Delete message
<b>8</b>	Reply to message	Reply to a message
<b>9</b>	Save message	Save message
<b>0</b>	Help prompts	Help prompts
<b>*</b>	Cancel/back up	Cancel/back up
<b>#</b>	Skip to end of message	Skip the message

### Send messages (\$0.10 per message destination)

- 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) 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.

<b>Forward messages (\$.10 per message destination)</b>
<ul style="list-style-type: none"> <li>You can forward messages to other TELUS Voice Mail users or to people without a mailbox. After listening to a message, press <b>6</b> to record your introduction, key in the destination mailbox or phone number, then press <b>#</b>.</li> </ul>
<b>Reply to a message (\$.10 per message destination)</b>
<ul style="list-style-type: none"> <li>After listening to a message, press <b>8</b> to record your reply, then press <b>#</b>. 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.</li> </ul>
<b>Listen to callers while they leave messages</b>
<ul style="list-style-type: none"> <li>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.</li> <li>To end monitoring, hang up and the message will continue to be recorded.</li> <li>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.</li> <li>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 you mailbox without interruption.</li> <li>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.</li> <li>Only one call at a time is available for monitoring.</li> </ul>

<b>CUSTOMIZING MAILBOX OPTIONS</b>
<b>Record Personal greetings</b>
<ul style="list-style-type: none"> <li>From the Main Menu, press <b>43112</b>.</li> </ul>
<b>Extended Absence Greeting</b>
<ul style="list-style-type: none"> <li>This greeting cannot be skipped by callers. You can choose if you want callers to be able to leave a message or not.</li> </ul>
<b>Turn Message Monitor on or off</b>
<ul style="list-style-type: none"> <li>You can disable Message Monitor by picking up the receiver, waiting for dial tone and dialing <b>*95</b>.</li> <li>This disables the feature until such time as you repeat the <b>*95</b> process to turn it back on.</li> </ul>
<b>Turn Autoplay on or off</b>
<ul style="list-style-type: none"> <li>You can control whether messages automatically begin playing upon entry into your mailbox.</li> <li>From the Main Menu press <b>424</b></li> </ul>
<b>Turn skip password on or off</b>
<ul style="list-style-type: none"> <li>With skip password on, you won't need to enter a password when you are accessing your mailbox from you home number.</li> <li>To change it, from the Main Menu press <b>4213</b></li> </ul>
<b>Change your password</b>
<ul style="list-style-type: none"> <li>From the Main Menu press <b>4211</b> and follow the prompts.</li> </ul>

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

- Lift the receiver and press \*94 – 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.

### **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 you 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 **411**

### **Need more help or details on Voice Mail?**

- Call 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 **411**.

### **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.