

Bell Aliant Voicemail Including Voicemail to Email

User guide 2433, Version 1.0

BellAliant

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1. Welcome to Bell Aliant Voicemail

Voicemail is an advanced messaging capability that can significantly improve your competitive position.

Voicemail ensures that you never miss important calls, allows your customers to leave you messages 24 hours a day, seven days a week, and enables greater mobility while still allowing you to stay in touch.

2. Voicemail at a glance

- Flashing visual message-waiting lamp or short (intermittent) dial tones indicate that you have messages. This will not prevent you from making or receiving calls.
- Your personal greeting can be up to 5 minutes long.
- Callers can leave you a message up to 7.5 minutes long.
- Your mailbox can hold up to 45 messages at a time. When your mailbox is full, callers will hear a message that they cannot leave a message.
- New messages will be stored for 45 days.

3. Setting up Voicemail

To activate your voicemail by phone:

1. Enter your temporary voicemail password into any Bell Aliant-enabled phone at your location.
2. Record a greeting message.

To activate or adjust voicemail settings through the portal:

1. Go to bellaliant.ca/vm and enter your user ID and password.
2. Click on the Call management tab.
3. Go to Voicemail settings.

Activate or adjust your voicemail settings as required.

4. Accessing Voicemail

From your telephone number:

1. Press the voicemail button on your office phone
2. Enter your voicemail password followed by the # key.
3. Follow the prompts to listen to and manage your voicemail messages

From another telephone number:

1. Dial your own phone number (Note: Alternatively, you can dial the toll-free voicemail access number provided to you by your administrator)

2. Press “9” to access your voicemail
3. After the prompt, enter your phone number
4. Enter your voicemail password, followed by the # key
5. Follow the prompts to listen to and manage your voicemail message.

5. Voicemail to Email

Bell Aliant Voicemail also allows you to access your voicemail messages through email. New voicemail messages are automatically forwarded to your email inbox as a .wav file that can be played using any standard computer or smartphone media player. These files can then be saved and archived to your computer like any other data file.

Use the drop-down list within the Voicemail Manager page in the Voicemail Manager portal bellaliant.ca/vm to select your Message management in voice mailbox option from the choices available:

Remove from voicemail

- Automatically delete messages from your voice mailbox after they are forwarded to your email address. Once deleted, forwarded messages can no longer be retrieved from your voice mailbox. All messages on your telephone voicemail will be deleted without notice.

Archive in voicemail

- Automatically save copies of voicemail messages to your voice mailbox archives after they are forwarded to your email address. The saved message will not be announced as a new message the next time you access your voice mailbox. After 90 days, saved messages on your telephone voicemail will be deleted without notice

Keep as unheard

- Have messages treated as a new message in your voice mailbox, even after they are forwarded to your email address. New messages will be announced the next time you access your voice mailbox. After 90 days, unheard messages on your telephone voicemail will be deleted without notice.

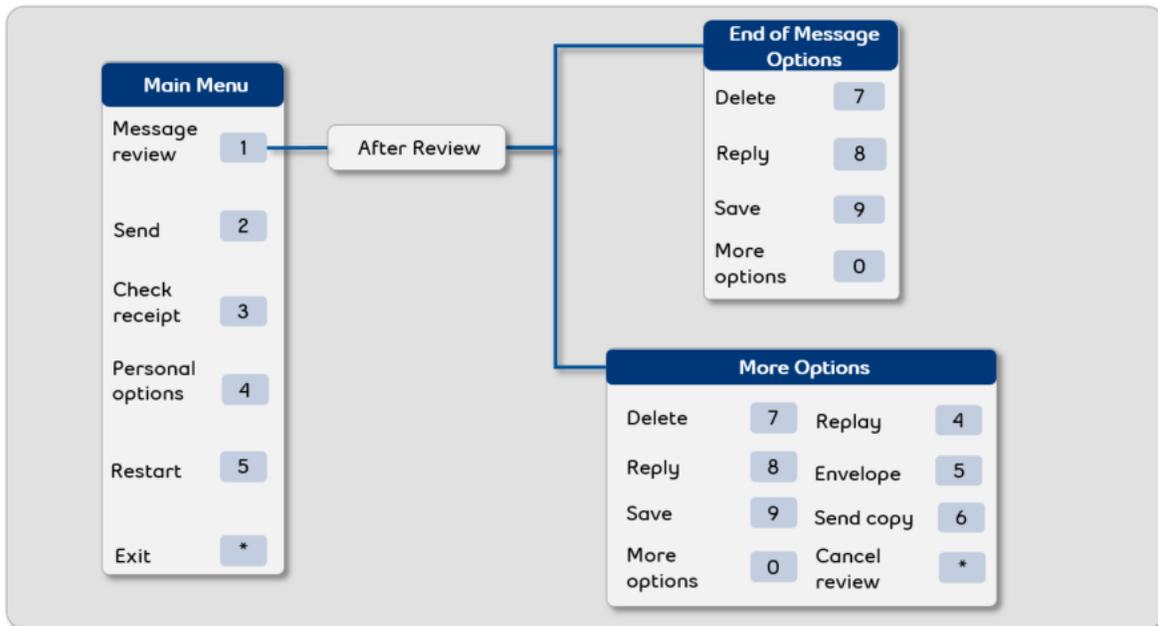
6. Main Menu

The Voicemail menus lists the options available to you when you use your mailbox.

The first menu is the **Main Menu**, which includes options to review your messages and personalize the mailbox features.

| Main Menu | | Select the menu choice that you want and follow the easy voice instructions |
|------------------|---|--|
| Message review | 1 | <ul style="list-style-type: none"> • Press 1 to listen to your messages • Press 2 to send a message • Press 3 to check receipt of message • Press 4 for Personal Options menu to record or change your: <ul style="list-style-type: none"> • Message notifications • Administrative Options • Greetings • Press 5 to restart and dial into another mailbox • Press * to disconnect/exit the system |
| Send | 2 | |
| Check receipt | 3 | |
| Personal options | 4 | |
| Restart | 5 | |
| Exit | * | |

7. Message Review



Voicemail plays your messages one at a time – new messages are played first; then saved messages are played. When a message is first saved, it will be saved for 45 days from the day that it was placed in your mailbox. At the end of 45 days, you have the option of resaving the message.

To review messages:

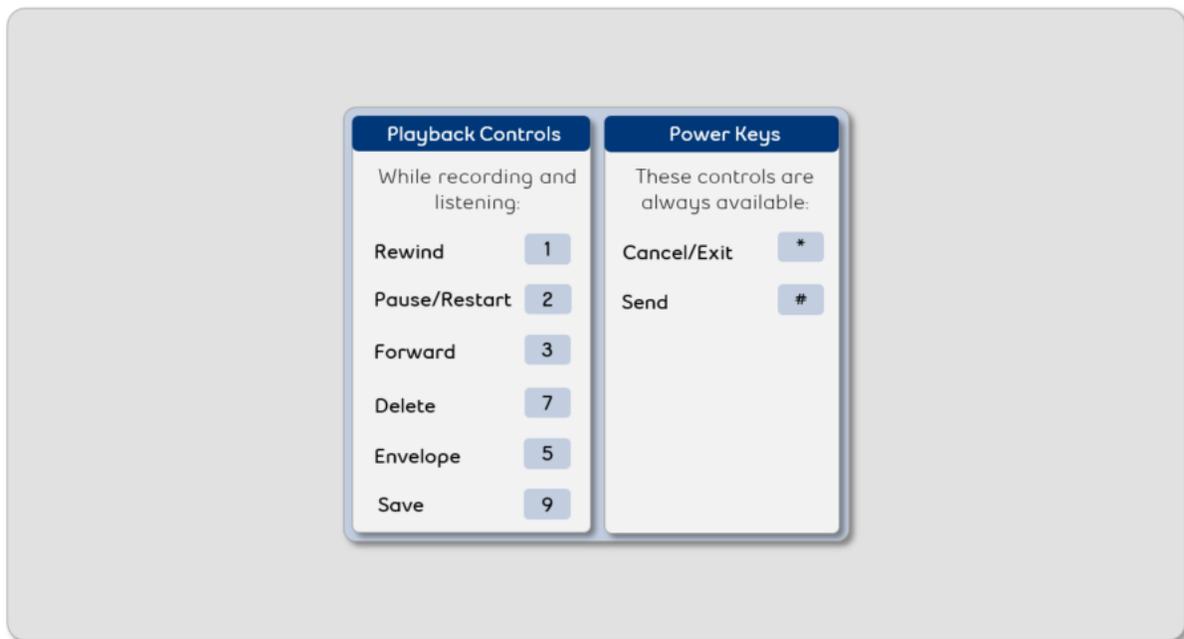
- To check unheard messages, press 1, 1.
- To listen to your messages, press 1.

After reviewing a message:

- To **erase** the message, press 7.
- To **reply** to a message from another subscriber, press 8. (Note that you cannot use the system to reply to non-Bell Aliant Voicemail subscribers).
- To **save** the message, press 9.
- To **replay** the message, press 4.
- To obtain **date, time and length** (envelope information) of the message, press 5.
- To **send a copy** of the message to someone else, press 6.
- To hear more options, press 0.

Voicemail tells you when all messages have been played.

7.1. Playback Controls



While listening to a message, you can perform the following actions:

- To **rewind 10 seconds**, press 1.
- To **rewind to the beginning**, press 1, 1.
- To **pause** the message, press 2; to **restart**, press 2 again.
- To **fast forward 10 seconds**, press 3.
- To **fast forward to the end**, press 3, 3. Note that if you wish to quickly erase an unwanted message, you can press 3, 3, 7.
- To obtain the **date, time and length** of the message, press 5.
- To **skip** a message that you are listening to, press #. Skipped messages will be treated as saved messages.
- To **cancel** message review, press *.

7.2. Deleted Message Recovery

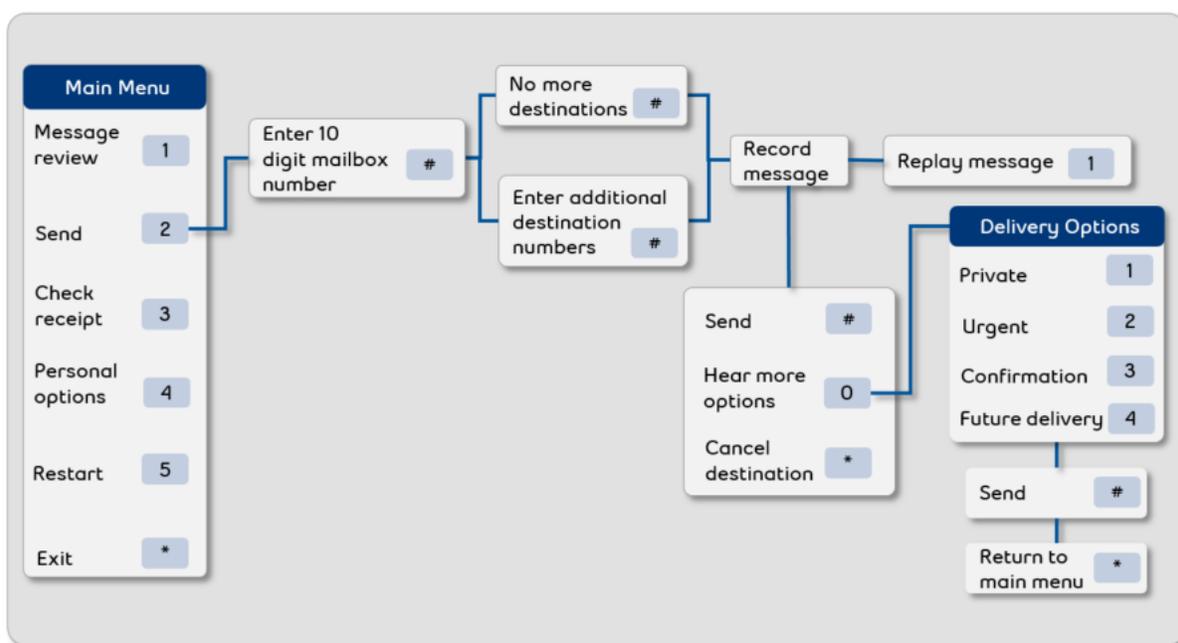
The Deleted Message Recovery feature allows you to recover a message that you deleted. The recovery must be done in the current voicemail session – once you exit the voicemail system, the message cannot be recovered.

At the end of message review, you will be given the option to “Check Erased Messages” by pressing 1,9.

Once in the erased message review, you have the option of pressing 7 to delete, pressing 8 to reply to the message, or pressing 1 and then 9 to save the message. If you press 7 to delete, the message will be permanently deleted from the system.

8. Send

8.1. Sending a message



Note: Options must be selected after you enter the destination and before you send the message. You can cancel any option for a particular destination by pressing the option number again; for example, pressing 2 marks a message as urgent, and pressing 2 again removes the urgent marking.

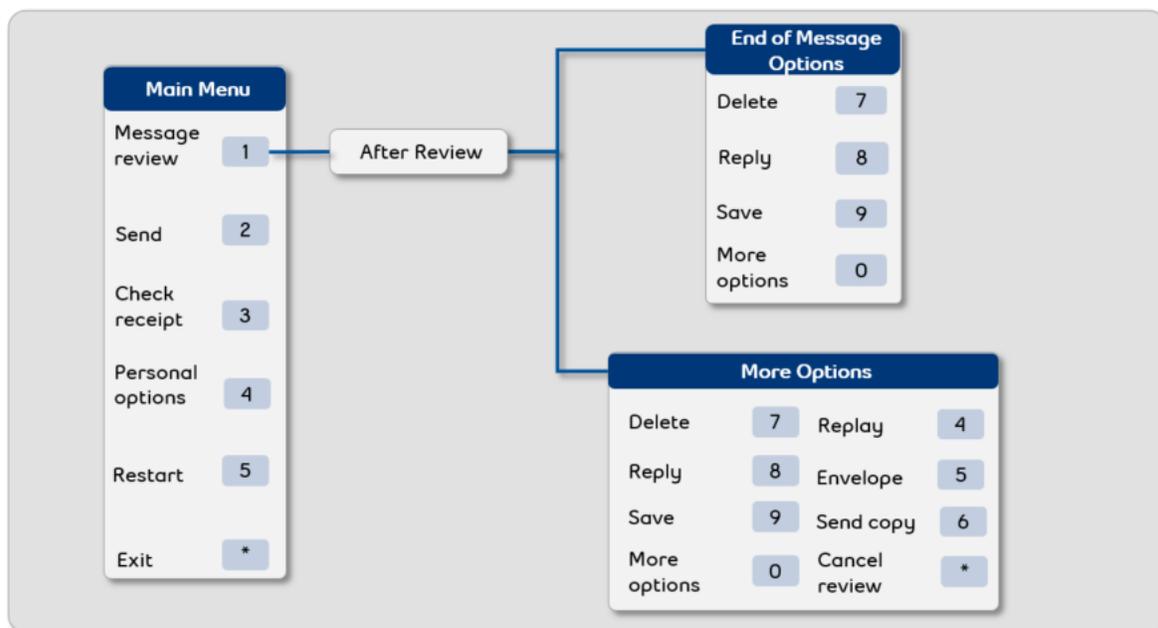
1. At the **Main** menu, press **2 to send a message**.
2. At the prompt:
 - Enter the 10-digit number of the destination mailbox and press #, or
 - Enter the Group List number and press #. See the **Group lists** section for more information, or
3. At the tone, record your message and press #.
4. To send your message, press #, or
5. To access **Delivery Options**, press 0, select your delivery option, and then press # to send the message.

8.2. Delivery options

Delivery options are the ways that a message can be sent to the recipient. You can select from one to four delivery options for each message.

1. To access **Delivery** options, press **0**.
2. You can then select any or all of the following:
 - **Private:** Press **1**. A private message is marked Private to receipts. Messages can be forwarded if the recipient has voicemail-to-email.
 - **Urgent:** Press **2**. Urgent messages are always played first and are marked Urgent.
 - **Message confirmation:** Press **3**. Voicemail will send you a message to confirm receipt of the message (the recipient has listened to your message) or non-receipt (if the recipient has not listened to your message within two days of sending).
 - **Future delivery:** Press **4**. You can send messages to different destinations up to 30 days in advance. The message will be sent on the day that you specify.

8.3. Forwarding and replying to messages



8.4. Forwarding a message

1. Listen to the entire message.
2. To forward the message, press **6**.
3. At the prompt, record your introductory comments and then press **#**.
4. Enter the 10-digit mailbox number of the Bell Aliant Voicemail subscriber to whom you wish to forward the message.
5. To send, press **#**.

Note: you can select different delivery options before forwarding the message. For more information, see the **Delivery options** section of this guide.

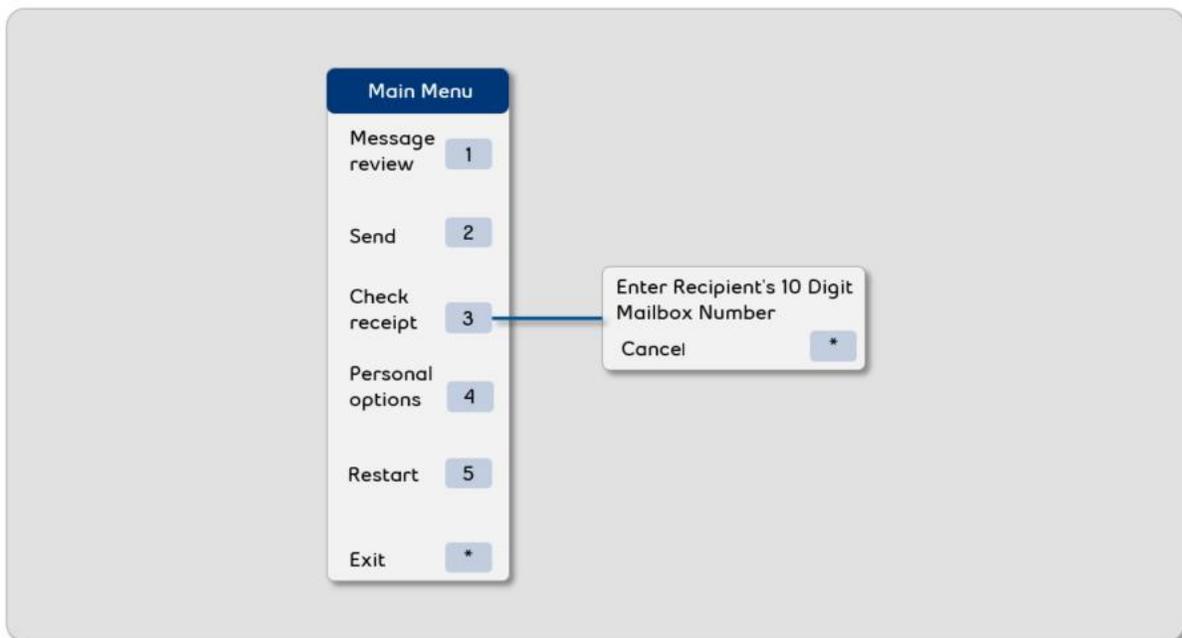
6. Enter the next destination, or:
 - To reply to the original message, press **8** when prompted.
 - To save the original message, press **9**.
 - To erase the original message, press **7**.
 - To exit, press *****.

8.5. Replying to a message

1. Listen to the entire message.
2. To reply to the message, press **8** at the prompt. You cannot use the system to reply to a non-Bell customer (someone who is not on the same system).
3. At the prompt, record your reply, and then press **#**.
4. To send your reply, press **#**.
5. To save the original message, press **9**.
6. To erase the original message, press **7**.

8.6. Check Receipt

Any time after you have sent a message to a subscriber, you can check the recipient's mailbox to confirm that they have listened to your message.



Note: The **Check Receipt** feature is available only for customers served by the Bell Aliant network.

1. At the **Main Menu**, press **3** to select **Check Receipt**.
2. To identify the recipient's mailbox, enter their mailbox number.
3. To cancel **Check Receipt**, press *****.

9. Personal Options

Personal options

- Notifications 1
- Administration options 2
- Greetings 3
- Security 6
- Exit *

Within the Personal Options menu, changes can be made to:

- Message Notifications
 - Message Waiting Indicator
- Administrative Options
 - General Options
 - Personal Call Redirect
- Greetings
 - Busy or No Answer Greetings
 - Extended Absence Greeting
 - Recorded Name
- Security
 - On/Off

10. Notifications

Main Menu

- Message review 1
- Send 2
- Check receipt 3
- Personal options 4
- Restart 5
- Exit *

Personal options

- Notifications 1
- Administration options 2
- Greetings 3
- Security 6
- Exit *

Notifications

- Text Message Notification 1
- Msg. waiting indicator 2
- Exit *

10.1. Text Message Notification

The text message (SMS) notification feature allows you to designate local mobile number to alert you that a message has been left in your mailbox.

1. At the **Main Menu**, press **4 – Personal Options**.
2. Press **1 – Notifications**.
3. Press **1 – Text message notification**.
4. To return to the previous menu, press *****.

10.2. Message Waiting Indicator

Voicemail indicates if you have messages:

- When you pick up the receiver, you will hear a series of short intermittent dial tones.
- If your telephone is equipped with a message lamp feature, the lamp will flash slowly – check your local Business Office to see if this feature is available in your area.

You can also use **Personal Options** to turn on your message waiting indicator (your mailbox has been set up with the message waiting indicator set to 'on' as the default).

1. At the **Main Menu**, press **4 – Personal Options**.
2. Press **1 – Notifications**.
3. Press **2 – Message waiting notification**
4. To return to the previous menu, press *****.

11. Administrative Options

| Administrative Options | Within the Administrative Options menu, changes can be made to: |
|--------------------------|--|
| General Options 1 | <ul style="list-style-type: none">• General Options<ul style="list-style-type: none">• Passwords• Group Lists• Date and Time Playback• Autoplay• Mailbox Language• Guest Language |
| Personal Call Redirect 2 | <ul style="list-style-type: none">• Personal Call Redirect<ul style="list-style-type: none">• Activate• Deactivate• Create or modify personal call redirect number |
| Exit * | |

12. General Options

| General Options | Within the General Options menu, changes can be made to: |
|--------------------------|--|
| Passwords 1 | <ul style="list-style-type: none"> • Passwords |
| Group lists 2 | <ul style="list-style-type: none"> • Group Lists <ul style="list-style-type: none"> • Sending a message to a group |
| Date and time playback 4 | <ul style="list-style-type: none"> • Date and Time Playback <ul style="list-style-type: none"> • Hear the date and time before each message |
| Autoplay 6 | <ul style="list-style-type: none"> • Autoplay <ul style="list-style-type: none"> • Autoplay unheard messages |
| Mailbox language 8 | <ul style="list-style-type: none"> • Mailbox Language <ul style="list-style-type: none"> • French or English |
| Exit * | <ul style="list-style-type: none"> • Guest Language <ul style="list-style-type: none"> • English, French |

13. Passwords

| Main Menu | Personal options | Administrative Options | General Options | Passwords |
|--------------------|--------------------------|------------------------|--------------------------|--------------------|
| Message review 1 | Notifications 1 | General Options 1 | Passwords 1 | Establish/change 1 |
| Send 2 | Administration options 2 | Call Redirect 2 | Group lists 2 | Exit * |
| Check receipt 3 | Greetings 3 | Exit * | Date and time playback 4 | |
| Personal options 4 | Security 6 | | Autoplay 6 | |
| Restart 5 | Exit * | | Mailbox language 8 | |
| Exit * | | | Guest language 9 | |
| | | | Exit * | |

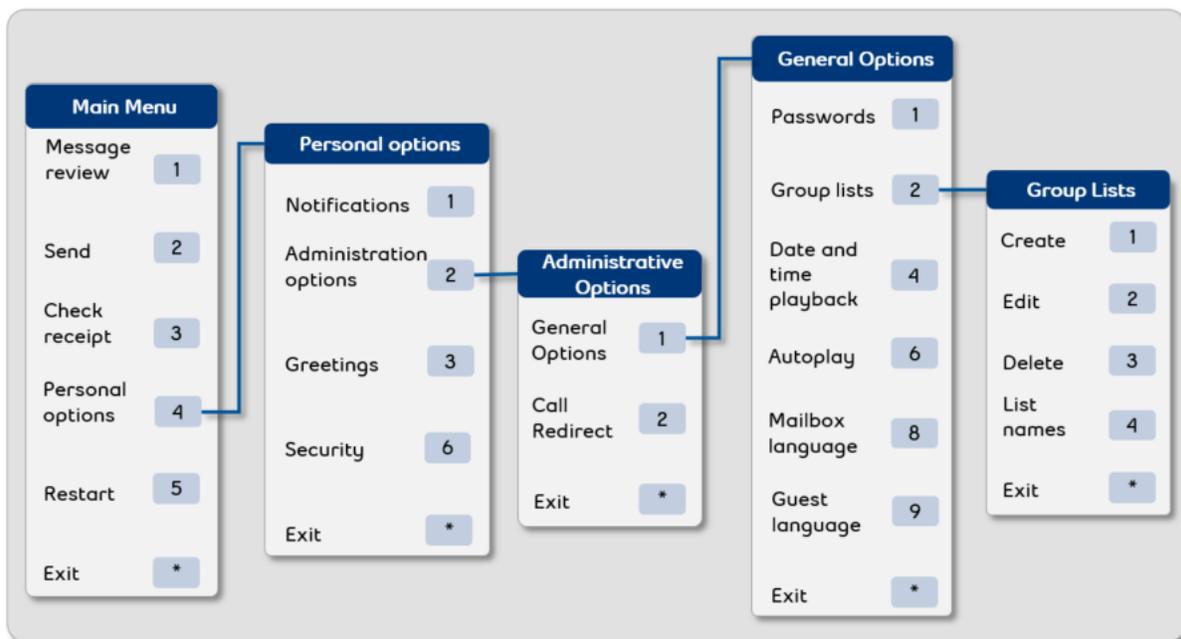
You can change your password any time and as often as you like. Choose a password that you can remember, such as a number that is meaningful to you. Your password can be between 6 and 15 digits long.

To change your password:

1. At the **Main Menu**, Press **4** to access **Personal Options**.
2. Press **2 - Administrative Options**.
3. Press **1 - General Options**
4. Press **1 - Passwords**.
5. Press **1** for **Personal Password**.
6. Enter your new password (6 to 15 digits).
7. Press **#**. Voicemail repeats your new password.
8. Press ***** to return to the previous menu.

14. Group lists

Group lists are used to send the same message to a group of Call Answer subscribers without having to enter each person's mailbox separately.



You can have up to 25 group lists, and each list can contain up to 250 destinations. You can add, change or delete your group lists at any time. Your group lists are numbered 1 through 25.

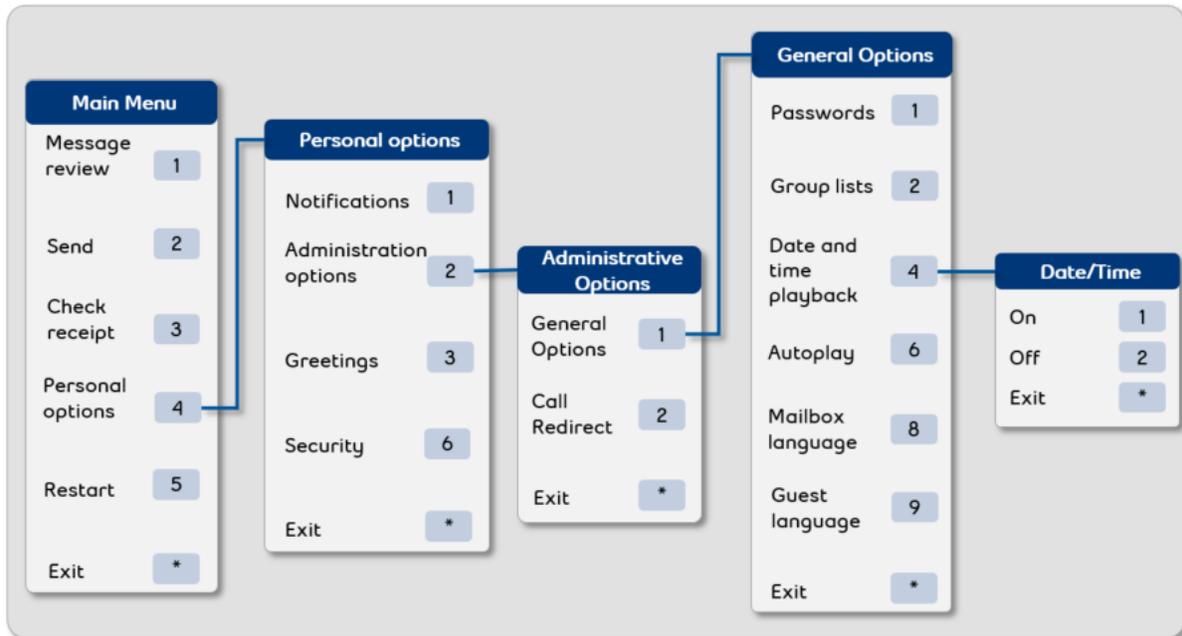
To create a group list:

1. From the **Main Menu**, press **4 – Personal Options**.
2. Press **2 - Administrative Options**.
3. Press **1 - General Options**.
4. Press **2 - Group Lists**.
5. To create a list, press **1**.
6. At the prompt, enter the group list number (any number between 1 and 25).
7. At the prompt, record the name of the group list and press **#**.

8. At the prompt, enter the mailbox numbers (10-digit telephone numbers) of each person included in the group list.
9. To review all names on the list, press **1**.
10. To return to the **Personal Options** menu, press *****.

15. Date and Time Playback

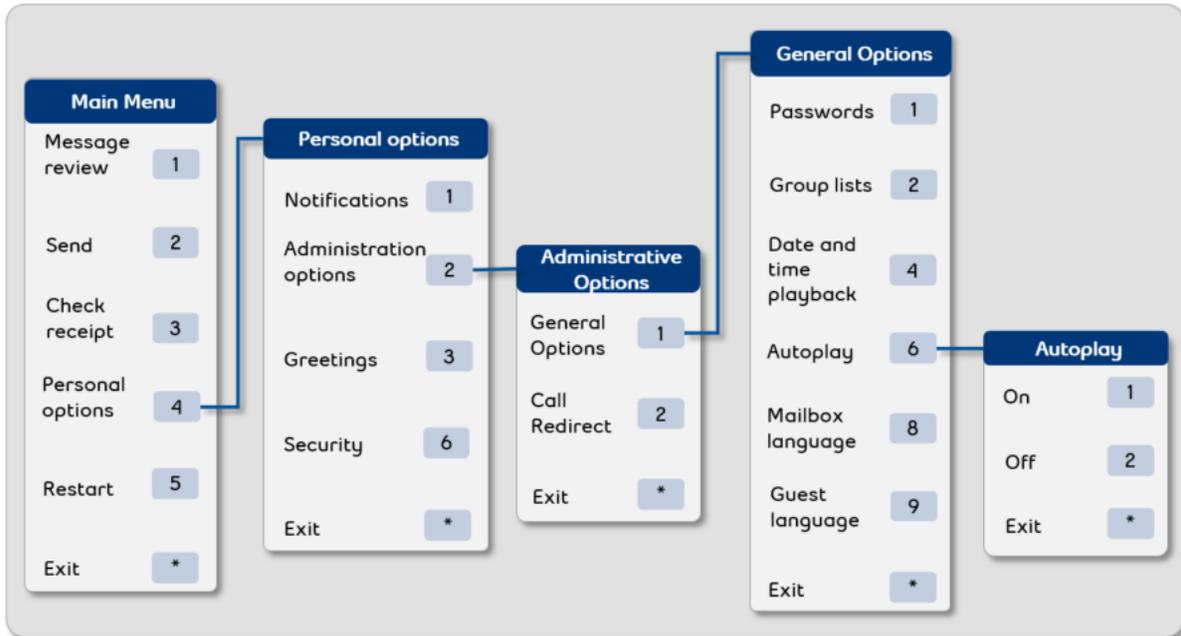
You can use this feature to hear the date and time when each message was received, before listening to the message.



1. At the **Main Menu**, press **4** – **Personal Options**.
2. Press **2** - **Administrative Options**.
3. Press **1** - **General Options**.
4. Press **4** - **Date and Time Playback**.
5. To select **On**, press **1**.
6. To select **Off**, press **2**.

16. Autoplay

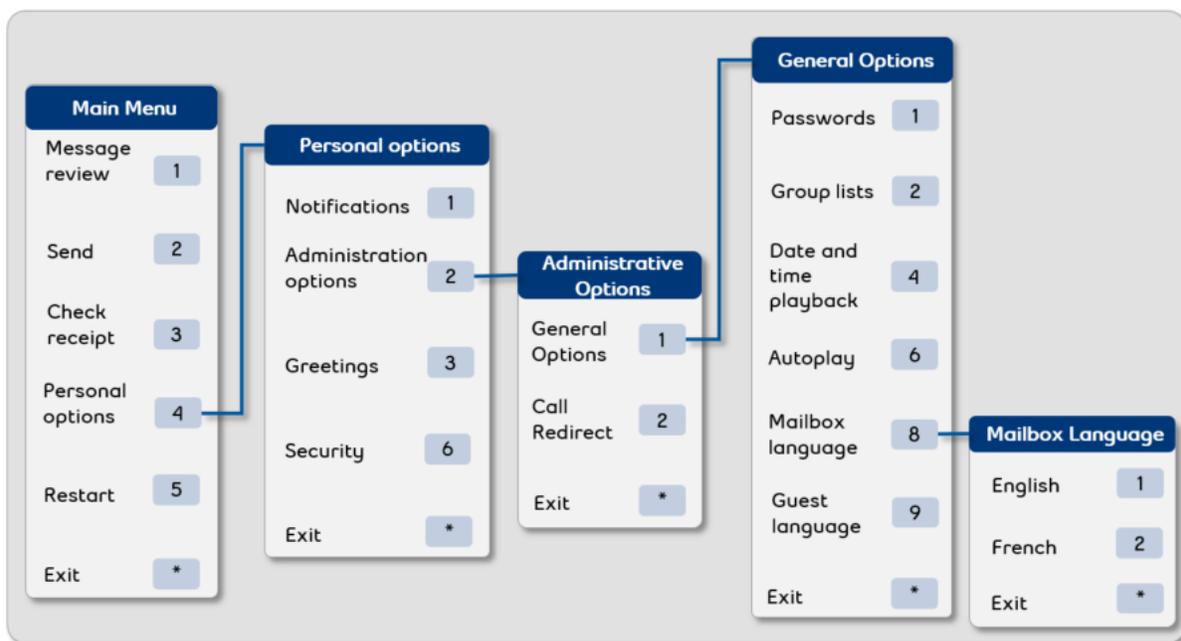
When Autoplay is on, your unheard messages will be automatically played as soon as you access your mailbox.



To set Autoplay on or off:

1. At the **Main Menu**, press **4 - Personal Options**.
2. Press **2 - Administrative Options**.
3. Press **1 - General Options**.
4. Press **6 - Autoplay**.

17. Mailbox Language



You can use this feature to establish or change the prompt language that you will hear when you are in your mailbox.

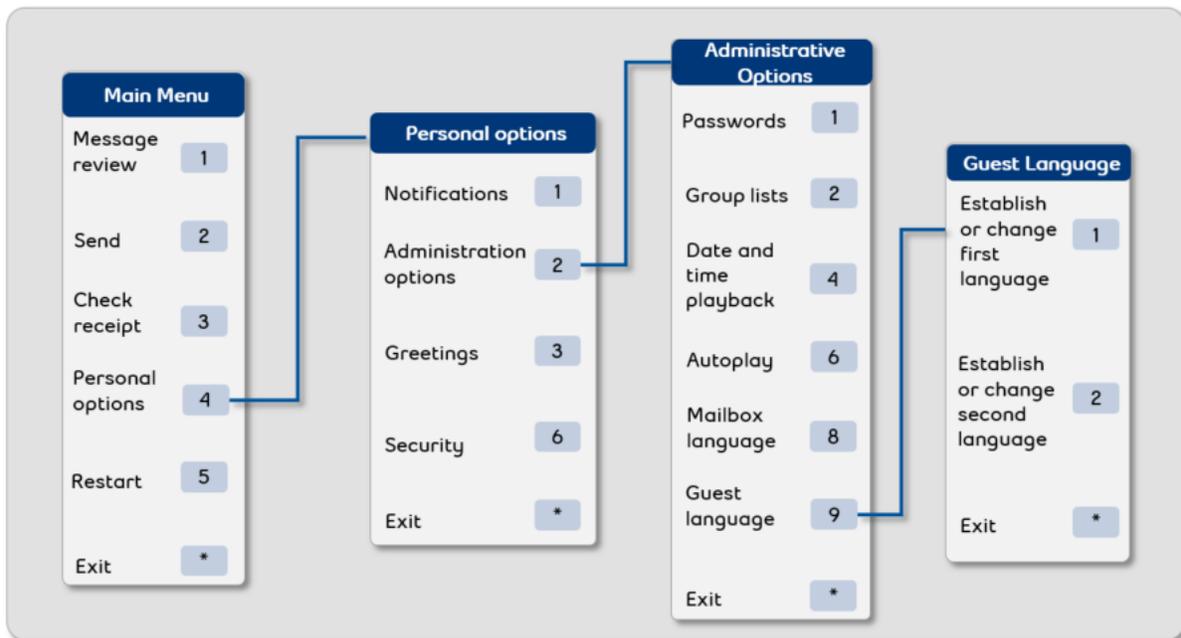
1. At the **Main Menu**, press **4 – Personal Options**.
2. Press **2 - Administrative Options**.
3. Press **1 - General Options**.
4. Press **8 - Mailbox Language**.

18. Guest Language

You can use this feature to establish or change the prompt language that callers will hear when leaving you a message.

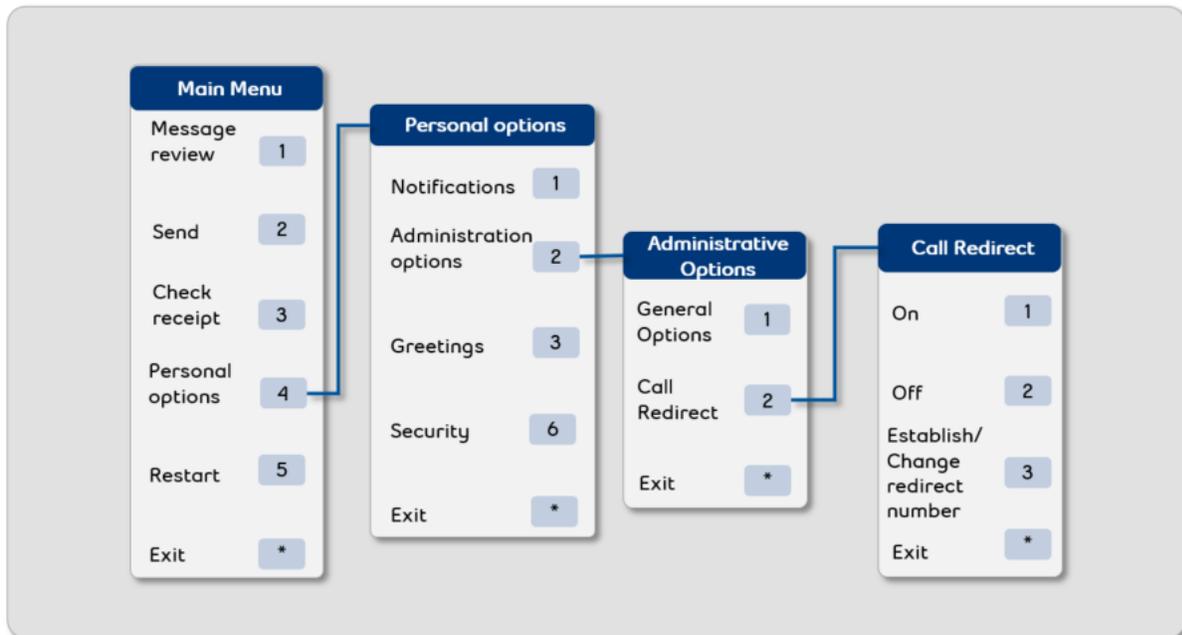
This feature allows you to choose:

- English only
- French only
- Bilingual with English first
- Bilingual with French first



1. At the **Main Menu**, press **4 – Personal Options**.
2. Press **2 - Administrative Options**.
3. Press **9 – Guest Language** and follow the prompts.

19. Call Redirect



Personal Call Redirect allows you to choose which number your customers will be forwarded to when pressing zero

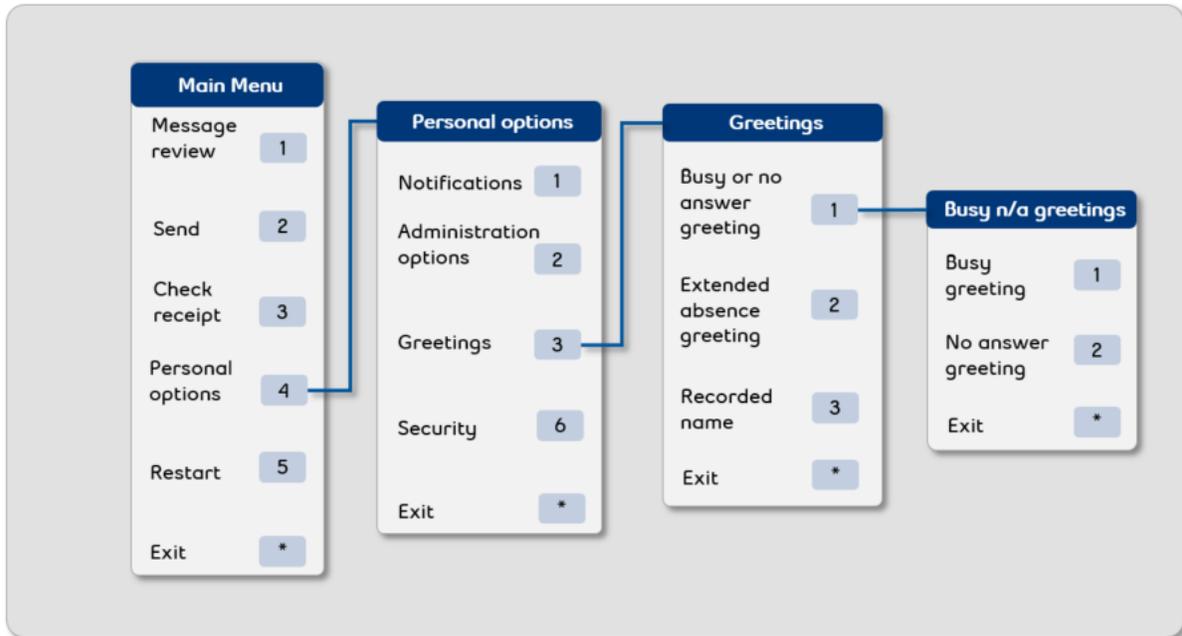
1. At the Main menu, press 4 – Personal Options
2. Press 2 - Administrative Options
3. Press 2 – Call Redirect and follow the prompts
4. To return to the previous menu, press *

20. Greetings

Your greeting is the message that callers hear, when Voicemail answers a call for you.

You have two greetings that are played to callers before they leave a message for you. Callers will hear **busy greeting** when your line is busy and will hear **no answer greeting** when no one is available to answer the call.

Although most people like to personalize their greeting, you may choose to use the standard system greeting, which says: “Your call has been forwarded to an Automatic Voice Message System. (Recorded name or phone number) is not available. At the tone, please record your message.”



20.1. Busy greeting

To establish a busy greeting:

1. At the **Main Menu**, press **4 – Personal Options**.
2. Press **3 – Greetings**.
3. Press **1 – Busy or No Answer greeting**.
4. To select **Busy Greeting** press **1**.
5. Follow prompts to select a standard Busy greeting or record a personal Busy greeting
6. To return to the previous menu, press *****.

Note: Establishing a busy greeting is optional. If you choose not to have a busy greeting, your no answer greeting will be what callers will hear when you are on the phone.

20.2. No answer greeting

To establish a no answer greeting

1. At the **Main Menu**, press **4 – Personal Options**.
2. Press **3 – Greetings**.
3. Press **1 – Busy or No Answer greeting**.
4. To select **No Answer Greeting** press **2**.
5. Follow prompts to select a standard No Answer greeting or record a personal No Answer greeting
6. To return to the previous menu, press *****.

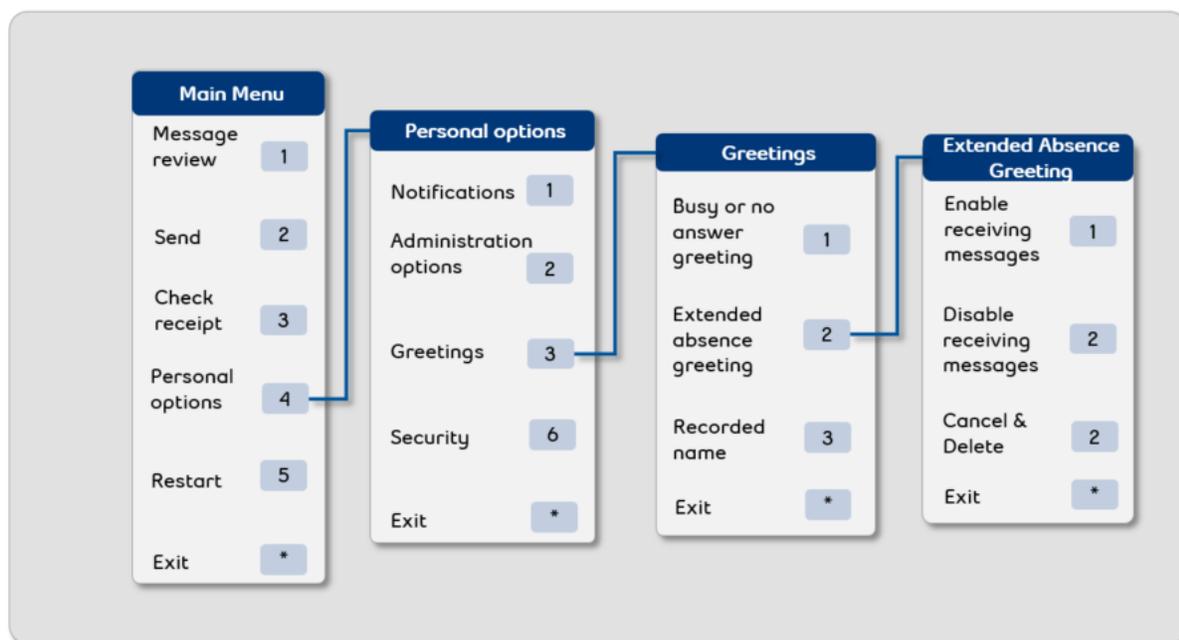
20.3. Sample personal greetings

“Hello, this is (your name). I’m not available right now, but please leave me a detailed message and I’ll get back to you as soon as I can.”

Note: It is a good idea to change your greeting each day to inform callers of your schedule so they will have an idea of when you are available. For example:

“Hello, this is (your name). Today is Tuesday, April 2. I’ll be in the office this morning, but in meetings all afternoon. Please leave me a detailed message and I’ll return your call as quickly as possible.”

21. Extended Absence Greeting



You may record an extended absence greeting in place of the personal greeting. This message advises callers that you are away from the office and will be checking your mailbox infrequently.

They may leave you a message or you could use the greeting to refer them to someone else. Callers cannot skip your extended absence greeting.

Note: You are reminded that your extended absence greeting is on each time you enter the system. You will then be prompted to delete or retain it. Your personal greeting is reinstated as soon as the extended absence greeting is deleted.

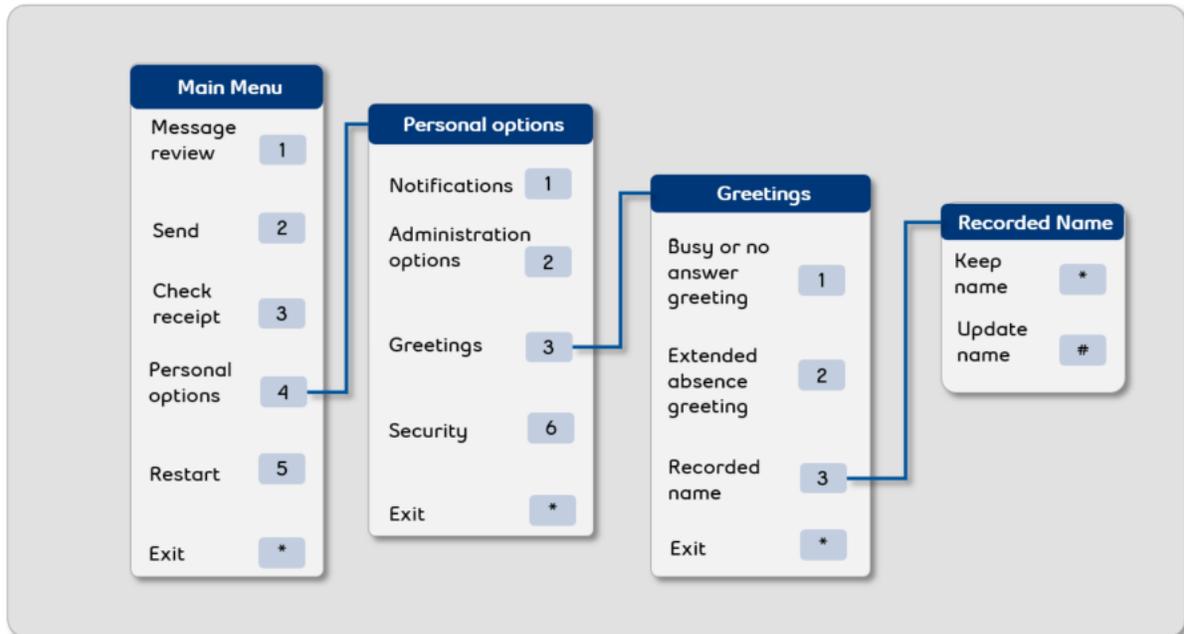
To record an extended absence greeting:

1. At the Main menu, press 4 – Personal Options
2. Press 3 - Greetings
3. Press 2 - Extended Absence Greetings
4. Voicemail will prompt you to record your greeting at the tone
5. Say your greeting and then press #
6. To accept the greeting you have recorded, press #
7. To record your greeting again, press *
8. To replay your greeting, press 1
9. To accept the greeting you have recorded, press #
10. Voicemail will then prompt you to choose if you want to enable press 1, or disable press 2, receiving messages while your extended absence greeting is active.

11. To cancel your extended absence greeting, press *

22. Recorded Name

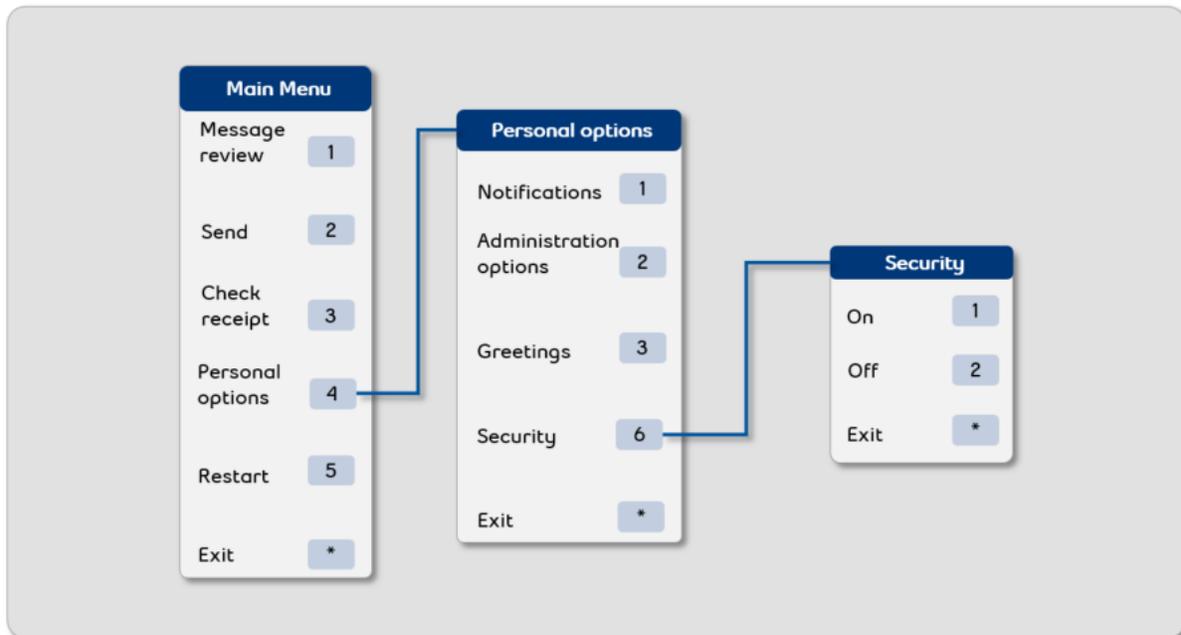
Your name is used to verify your mailbox number when you call to check messages and will be played to other Voicemail subscribers when you send them voice messages.



To establish or change your recorded name:

1. At the **Main Menu**, Press **4** to access **Personal Options**.
2. Press **3 - Greetings**.
3. Press **3 – Recorded Name**.
4. Voicemail will prompt you to say your name at the sound of the tone.
5. Speak your name and then press **#**. Voicemail repeats your name.
6. To accept the name you have recorded, press **#**.
7. To record your name again, press *****.
8. To return to the previous menu, press *****.

23. Security



Last Access Validation

Customers can opt to enable this security enhancement. When the feature is turned on, you will be asked to record a greeting every time you enter your mailbox. This recording will then play the next time you enter your mailbox.

This security feature ensures that customers are aware of unauthorized access to their mailbox since their last access.

24. Helpful hints

- To disconnect, press * until Voicemail says “Good bye.” Do not just hang up.
- The Star key is also used to cancel a command, to return to the previous menu, or to exit. To return to the **Main menu**, continue pressing * until you hear the **Main menu** options.
- The pound key # is used to skip a message or complete an option. Skipped messages will be treated as saved messages and be available for you to review later.
- While you are in your mailbox: For more information on the available options, press 0.
- To retrieve your messages from another Bell Aliant Voicemail subscriber’s telephone:
 1. Call your own number and press “9” as soon as your greeting starts to play.
 2. Enter your password.
- You can override most Voicemail prompts by pressing the correct key for the option that you want before the prompt is completed. This will save you time once you are familiar with the system.
- Make sure that your password is a number that is easy to remember. However, if you forget your password, it can be reset by calling Bell Aliant Repair.
- If someone calls when you are not there or while you are on the telephone, calls will be forwarded automatically to your Voicemail mailbox.

- If your telephone set is equipped with memory keys, you can store *98 on one of the memory keys for quick and easy access to your Voicemail system.
- Callers can skip your greeting by pressing the # key.
- Callers can also leave you an urgent message by pressing **1, 1, 2** after leaving you a message and before they hang up. Urgent messages are always heard first and are marked urgent.
- Callers can delete messages that they have recorded by pressing * before they hang up. A voice prompt will ask them to re-record.
- Callers who reach your mailbox when it is full (maximum capacity of 25 messages) will hear an advisory message that they cannot leave a message.
- Callers will hear one more ring than your chosen ring cycle.
- Once you have sent a voice mail message, you cannot get it back.

25. Voicemail at a glance

