

Allstream Small Business Quick Reference Guide

Voicemail for Bundles

The information in this guide is provided for your convenient reference only and is based on a typical user's system set up. Because individual users may have unique system set ups and software configurations, Allstream Small Business does not guarantee that you will get the results you expect. If you have any concerns you should only proceed with the assistance of an expert software technician of your choice. Allstream Small Business assumes no responsibility or liability whatsoever for any loss or damage which may result from the set-up of your website as discussed in this guide. By proceeding with this set-up, you assume all risk of loss or damage. (© 2010 MTS Allstream Inc. All rights reserved.)

Welcome to Allstream Small Business's Voicemail Service. Allstream Small Business's Voice Messaging Service acts as your personal answering service. You can greet callers with a customized recorded greeting and retrieve voice messages left by callers.

Allstream Small Business Voicemail Access Numbers:

To establish your Voicemail Service for the first time, or call in to retrieve messages, there's one simple number that you need to remember. The local Allstream Small Business Voicemail Access Number in your city is:

City	Access Number
Brampton	905 595-MAIL (6245)
Calgary	403 705-MAIL (6245)
Edmonton	780 702-MAIL (6245)
Etobicoke	905 361-MAIL (6245)
Hamilton	905 667-MAIL (6245)
Kitchener	519 772-MAIL (6245)
London	519 963-MAIL (6245)
Markham	905 752-MAIL (6245)
Mississauga	905 361-MAIL (6245)
Montreal	514 940-MAIL (6245)
Ottawa	613 688-MAIL (6245)
Quebec City	418 266-MAIL (6245)
Toronto	416 640-MAIL (6245) / 416 645-MAIL (6245)
Unionville	905 752-MAIL (6245)
Vancouver	604 638-MAIL (6245)
Victoria	250 412-MAIL (6245)
Winnipeg	204 975-MAIL (6245)

Initializing Your Voicemail Service for the First Time:

1. Dial the Voicemail Access number for your city as listed above.
2. When prompted press the # key.
3. Enter your mailbox number. This is the same as your telephone number (7 digits).
4. Enter your temporary password. Initially, this is set as your telephone number.
5. Follow the system prompts to change your personal password.
6. Follow the system prompts to record your name and a personal greeting.
7. Listen to a prerecorded lesson on how to use all the Voicemail features.

Your Voicemail Service is now fully operational. Callers will hear your personal greeting when you are on the phone or when the call is unanswered.

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Retrieving Messages From Your Own Telephone:

1. Dial the Voicemail Access number for your city as listed above.
2. Enter your password.
3. Follow the voice prompts to retrieve your messages or to use one of the many other features available.

Retrieving Messages From Another Telephone:

1. Dial the Voicemail Access number for your city as listed above.
2. When prompted, press the # key.
3. Enter your telephone number.
4. Enter your password.

Standard vs. Power Mailboxes: What's included?

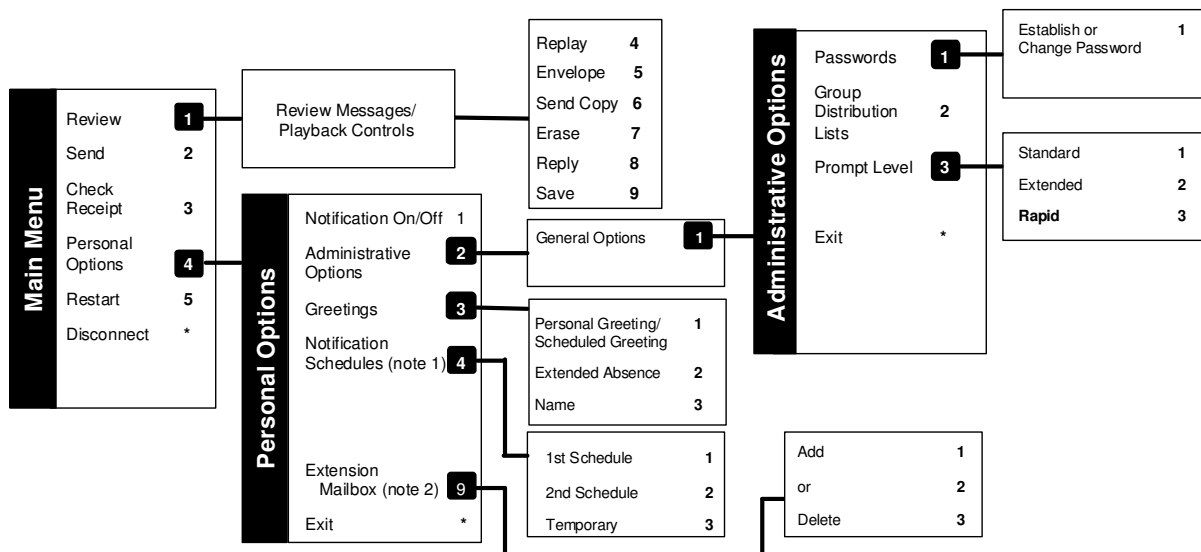
Feature	Standard Mailbox	Power Mailbox
Personal greeting length (max.)	1 minute	2 minutes
Extended absence greeting permitted?	Yes	Yes
Number of retained messages (max.)	20	30
Individual message length (max.)	3 minutes	5 minutes
Number of future delivery messages (max.)	N/A	10
How far in advance can you send messages	N/A	31 days
Length of time new messages retained	21 days	21 days
Length of time saved messages retained	7 days	7 days
Ability to send messages within the Voicemail System?	Yes	Yes
Number of distribution lists allowed	5	15
Number of members allowed per distribution list	15	25
Zero-Out to Attendant	Yes	Yes
Easy Access	Yes	Yes
Outcall Notification	N/A	Yes

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Using your Voicemail Features:

To access any of the features listed below, simply dial the Access Number for your area, enter your password and then follow the voice prompts. You may use the diagram below to help guide you through the menu as you use these features to review, send & receive messages, and change your personal options.

Feature	Description
Message Waiting Notification	Visual or audible notification when you have a message waiting
Voice Greetings	Personalize your own or use a standard greeting
Extended Absence Greetings	Tells callers when you are away
Password Protection	Allows you to change your password as often as you want
Outcall Notification	Program the system to call or page you when you have a message
Guest Mailbox	Assign a portion of your mailbox to a non-user
Alias Mailbox	Associate a second telephone number with your mailbox
Extension Mailbox	Partition a single mailbox into as many as four separate mailboxes
Message Sending Capabilities	Tag messages as private, urgent, future delivery, confirmation required
Zero-Out to Attendant	Callers can press zero to be transferred to another number
Multiple Group Lists	Send messages to predefined groups of people at the press of a button



Note 1: Available upon request with Power Mailbox

Note 2: Available as an optional service

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