

USER GUIDE

VOICEMAIL

Mobile



A Quebecor Media Company



TABLE OF CONTENTS

Introduction.....	3
Description.....	4
How to use Voicemail.....	4
Rates	8



INTRODUCTION

This guide is intended for all Videotron mobile customers, regardless of the mobile phone.

Performance and instructions may vary, depending on the mobile device being used.

If necessary, refer to your device's user guide.



DESCRIPTION

Designed for Videotron mobile telephone service users, *Voicemail* allows you to keep in touch with your family and friends at all times.

With *Voicemail*, your calls get redirected to your Videotron voicemail whenever you're unable to take a call.

You will receive a free text message telling you that you have new voicemail messages. You can access your messages either from your mobile phone or any other phone.

HOW TO USE VOICEMAIL

1. INITIALIZING VOICEMAIL

To make your *Voicemail* operational, you must first initialize it. This is only necessary the first time you access the system.

Initializing your voicemail:

- Press and hold **1**. **1** is a shortcut key that takes you automatically to the voicemail service.
- Enter your temporary personal identification number (password). This number consists of the last four digits of your mobile phone number, followed by 99 and # (example: if your phone number is 514-281-1711, enter 171199#).
- When asked to modify your PIN, enter a new number (four to eight digits long).
- You will then be asked to record your name. Record your name by following the voice prompt. You have up to 30 seconds to record your name.
- Then, you will be asked to record your welcome message. Record your message by following the instructions provided by the voice prompt. The welcome message can be up to 3 minutes long.



Your voicemail has now been initialized and is ready to automatically receive messages.

If you are currently subscribed to the *Voice Messages by Email* service, you will also receive an email informing you when you receive a message (for more information on *Voice Messages by Email*, see the Mobile Support section at www.videotron.com).

ACCESSING YOUR VOICEMAIL

Here are two easy ways to access your voicemail in order to retrieve your messages:

From your mobile phone

Press and hold **1**.
Enter your PIN followed by **#**.

From any other phone

Dial your 10-digit mobile phone number. As soon as you hear your welcome message, press **1** (before the end of the message).
Enter your PIN followed by **#**.

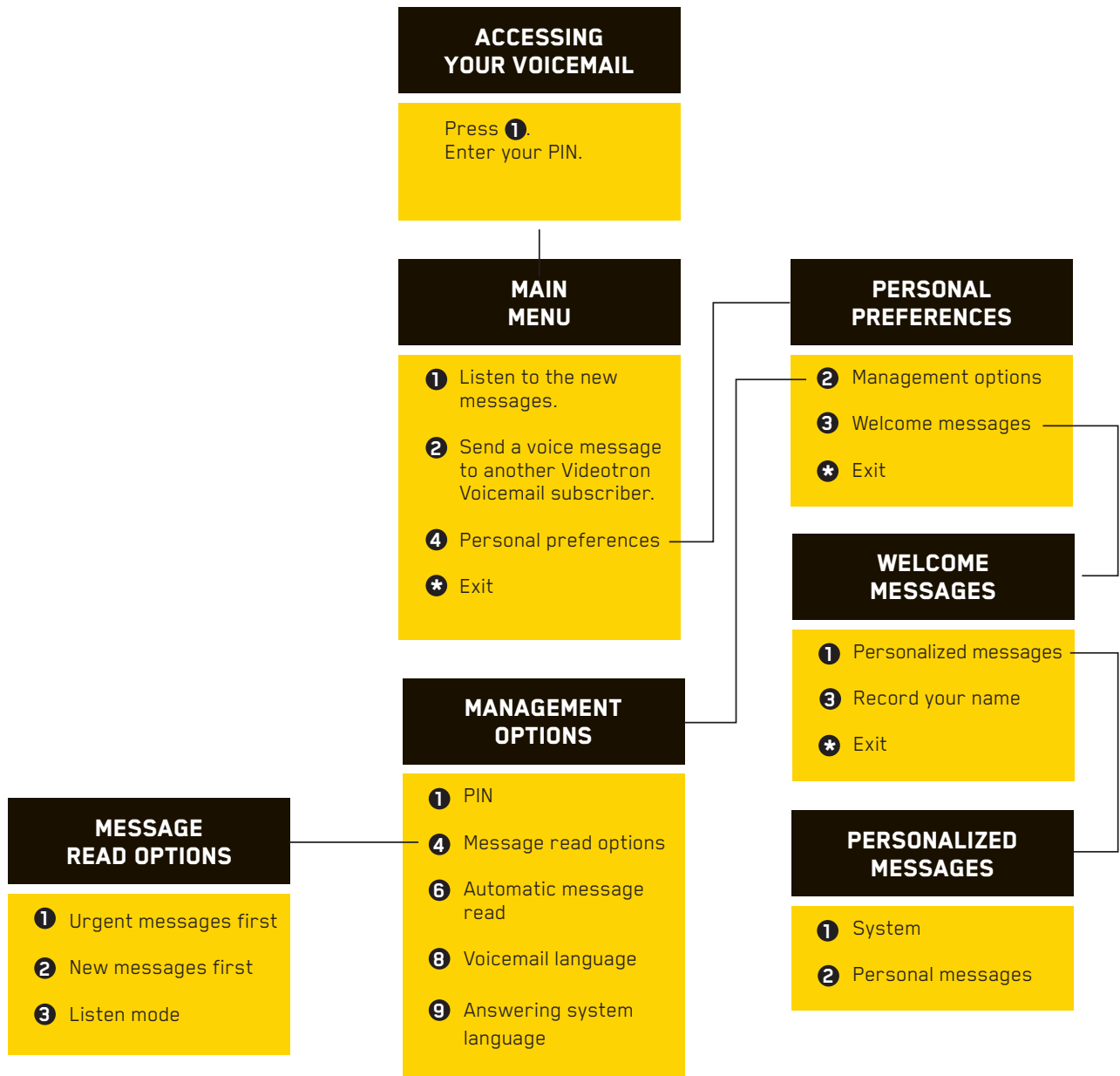
LISTENING TO YOUR MESSAGES

After accessing your voicemail, press **1** – **1**.



2. FEW TIPS

VOICEMAIL OVERVIEW



Note:

Your voicemail can store up to 35 messages, each up to 5 minutes long.
There is no limit as to how long messages can be stored in your voicemail.



WHILE LEAVING A MESSAGE TO ANOTHER VIDEOTRON VOICEMAIL CUSTOMER

Press: **#** At the start of the welcome message and record your message after the tone.

Press: ***** To cancel the message you are recording.

WHILE LISTENING TO A MESSAGE ON YOUR VOICEMAIL

Press: **5** To find out the date, time, source and duration of the message as well as the caller's number, when available.

Press: **1 1** To return to the beginning of the message.

Press: **3 3** To go to the end of the message. You can then respond to, forward, delete, or store the message.

Press: **7 7** To delete the message. You will then go directly to the next message.

MANAGING YOUR MESSAGES

Appuyez sur :	While listening to a message:	Press:	After hearing the message:
1	Back	4	To listen to the message again
2	Pause/Continue	6	Forward ¹
3	Forward	7	Delete the message
5	Date/time/duration	8	Respond ¹
7 7	Delete	9	Save the message
0	Help	0	Help
*	Main menu	*	Main menu
#	Skip to next message		

¹ To forward messages or answer messages from other Videotron Voicemail subscribers



To change your
welcome message

CUSTOMIZING YOUR VOICEMAIL

Press **1**. Enter your PIN. Follow the voice prompt and enter: **4 3 1 2 ***
Record the new message. Press *****.

To change the
recorded name

Press **1**. Enter your PIN. Follow the voice prompt and enter: **4 3 3**
Record the new name. Press **#**.

Modify your PIN

Press **1**. Enter your PIN. Follow the voice prompt and enter: **4 2 1**
Enter the new PIN. Press **#**.

RATES

Voicemail access is billed at a fixed monthly rate.

Voicemail is part of the *Call Management* optional services. Customers may subscribe to the service in three different ways:

- Individually
- By combining *Voicemail* with another *Call Management* optional service.
- By choosing all of the *Call Management* optional services: an all-inclusive price applies.

The airtime used to listen to voicemail messages is:

- Applied to Videotron's network
- Applied to Videotron's partner network

The airtime used to leave voicemail messages is:

- Free on Videotron's network
- Applied to Videotron's partner network

Long-distance charges may apply.

Roaming charges may apply.