Videotron voicemail tree structure

VIDEOTRON

MAIN MENU

1 To listen to a message

- 1 To go back a few seconds
- 2 To pause the message for a few seconds or to resume playback
- 3 To skip a few seconds
- 4 To go back to the beginning of the message
- 4 4 To hear the previous message
- 5 To hear the title of the message
- 6 To send this message to another person
- 7 7 To delete the message and move on to the next message
- 8 To respond
- 8 1 To slow down the playback speed
- 8 3 To accelerate the playback speed
- 9 9 To save the message
- 0 For the complete list of options
- * To cancel and return to the main menu
- # To skip to the next message

2 To send a message

Enter recipient phone number

- 1 To send the message to a single number
- 2 To send the message to multiple numbers
- * To return to the main menu

Record the message

- # To finish recording
  - 1 To re-record the message
  - 2 To hear the message
  - 3 To send the message
  - * To cancel and return to the previous menu

3 To manage your greetings

- 1 For your personal greeting
- 3 For the system greeting which uses your name
- * To cancel and return to the main menu

4 To configure your mailbox

- 1 To manage the PIN authentication feature
  - 1 To enable or disable the PIN skip option
  - 2 To change your Mediabox PIN.
- 2 To choose the automatic playback mode
  - Active/Inactive
- 3 To change the details of the messages played
  - Active: Play envelope information + body
  - Inactive: Play body
- 5 To change the language of the voice instructions
- 8 Manage text notifications
  - 1 Enable/disable notifications
  - 2 Send a text notification
- 9 To enable or disable message notifications
- * To cancel and return to the main menu

5 To access another mailbox

Note: During the 90-day transition period, option 5 allows users to access the messages in their old mailbox as well.