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
    - 3 Voicemail Plus exclusivity Send a message to a distribution list
    - * 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
  - 2 Voicemail Plus exclusivity Extended greeting message
  - 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
  - 6 Voicemail Plus exclusivity Distribution list configuration
    - 1 Create
    - 2 Listen to the configured lists
    - 3 Modify
    - 4 Delete
  - 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.