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FOR MORE INFORMATION (TOLL FREE)

VTX VOICEMAIL USER GUIDE

Voicemail has now replaced traditional answering machines. With your voicemail, you can record personalized greetings and receive messages. A pre-recorded greeting tells callers that you are

ABOUT YOUR VTX VOICEMAIL

temporarily unavailable and asks them to leave a message after the beep.

THERE ARE THREE TYPES OF GREETINGS:

- ▶ Busy greeting
- ▶ Standard (absent) greeting
- ▶ Temporary greeting

For specific absences (holidays, military service, etc.) you can record a temporary message with a start and end date. Code "0" gives you direct access to the message recording menu. For more details, please continue reading.

INTRODUCTION TO MANAGING YOUR MESSAGES:

New voicemail messages are stored under "0". Once you have listened to the message, it is automatically transferred to "old messages". You can also set up a personalized system to store your messages. Available options are:

- ▶ Key **0**: Option
- ▶ Key **1**: Check voicemail
- ▶ Keys *****: Help
- ▶ Keys **#**: Quit

After listening to each message, you can either archive or delete it.

CONFIGURING YOUR VOICEMAIL

To access your voicemail, dial **"086"** followed by your telephone number.
For example, for telephone number 021 566 79 00, dial **0860215667900**.

- ▶ If calling from your own telephone, simply enter your password.
- ▶ If you are calling from a different phone, press the ***** key during the announcement, then enter your password and press **#**.

When you connect to your voicemail for the first time, you will be asked to select **your language** and a **password** to access your voicemail from another phone.

About the main function menus for your voicemail

MAIN VOICEMAIL FUNCTIONS

KEY **1**: MANAGING YOUR MESSAGES (LISTEN, RECORD, ETC.)

New messages will be played automatically: "First message, received (day) at (XX am/pm) from phone number (044)".
At the end of the message, you can do one of the following:

- ▶ Key **4**: Go to the previous message
- ▶ Key **5**: Listen to the current message again
- ▶ Key **6**: Go to the next message (if any)
- ▶ Key **7**: Delete the current message
- ▶ Key **#**: Quit your voicemail.

Your messages are automatically archived unless you delete them. You can check your archived messages after all new messages have been heard.

Each voicemail account can hold up to **60 messages**. Once you have reached this limit, callers will not be able to leave you a message.

You can delete your messages from your telephone (see instructions in this document) or via your VTX Kiosk (<http://kiosk.vtx.ch>).
Managing your messages via Kiosk is available for Single, Family, Soho and Virtual service plans.

KEY 0: VOICEMAIL MENU OPTIONS

- ▶ **Key 1: record a standard (absent) voicemail greeting**
 - Key 1: save your greeting
 - Key 2: listen to your greeting
 - Key 3: record a new greeting
- ▶ **Key 2: record a busy greeting**
 - Key 1: save your greeting
 - Key 2: listen to your greeting
 - Key 3: record a new greeting
- ▶ **Key 3: record your name**
 - Key 1: save your greeting
 - Key 2: listen to your greeting
 - Key 3: record a new greeting
- ▶ **Key 4: record a temporary greeting**
 - Key 1: save your greeting
 - Key 2: listen to your greeting
 - Key 3: record a new greeting
- ▶ **Key 5: change your voicemail password**

KEY *: BACK TO MAIN MENU

KEY #: QUIT

CODES TO CHANGE YOUR TELEPHONE SETTINGS FROM A HANDSET OR SOFTPHONE:

- ▶ Keys * 2 1 * (number): activate call forwarding for all calls to (number)
- ▶ Keys # 2 1 *: deactivate call forwarding
- ▶ Keys * 6 1 * (number): activate call forwarding in case of absence to (number)
- ▶ Keys # 6 1 *: deactivate call forwarding in case of absence
- ▶ Keys * 6 7 * (number): activate call forwarding when the line is busy to (number)
- ▶ Keys # 6 7 *: deactivate call forwarding when the line is busy
- ▶ Keys * 3 4 * (number): activate call forwarding in case your line is out of service
- ▶ Keys # 3 4 *: deactivate call forwarding in case your line is out of service
- ▶ Keys * 3 5 * (number): activate call forwarding in case your phone is out of service
- ▶ Keys # 3 5 *: deactivate call forwarding in case your phone is out of service
- ▶ Keys * 3 1 * (number): display your number on a per-call basis (if anonymous calling is activated)
- ▶ Keys # 3 1 * (number): prevent your number from being displayed on a per-call basis
- ▶ Keys * 4 1 *: activate forwarded call blocking
- ▶ Keys # 4 1 *: deactivate forwarded call blocking
- ▶ Keys * 6 6 *: activate display number with call waiting
- ▶ Keys # 6 6 *: deactivate display number with call waiting
- ▶ Keys * 9 9 0 *: activate "Do not disturb" mode
- ▶ Keys # 9 9 0 *: deactivate "Do not disturb" mode
- ▶ Keys * 4 5 * [Extension]: receive incoming calls from one of your Virtual PBX telephone lines by entering its extension (the last four digits of the number). Example: *45*8753

These functions are automatically available from some of our telephone equipment (e.g. IP telephone, softphone, etc.).

Additional information for forwarding calls to your voicemail:

If you have activated call forwarding to a number that is not your direct voicemail account, you will need to configure your call forwarding to a voicemail account from your line.

For example, if your telephone number is 022 566 70 00:

* 6 1 * (0860225667000): activate call forwarding in case of absence to your voicemail

6 1 *: Deactivate call forwarding in case of absence.

Please note, for "Phone or Phone Business" plans: you cannot modify the language of your voicemail yourself after the initial configuration. If you would like to change it, please call our VTX technical support line.