

# Voicemail.

## Busy? Out? Let Voicemail get the call.

Voicemail answers your calls when you're unable to answer the phone. Your personalized greeting is played and the caller's message is recorded for you to listen to later. It's your very own personal assistant.

### Getting started.

Before you can use Voicemail, you have to set it up.

#### Step 1 – Access the system.

- Lift the receiver and dial \* 9 8 from your home phone.

#### Step 2 – Enter your temporary access code.

Shaw will provide you with a temporary access code for your first login.

- Enter your temporary access code and press #.
- The system will ask you to select a language, change your access code and record your greeting.

#### Step 3 – Enter your new access code.

For security reasons, please change your access code immediately. You may not reuse your temporary access code and it will no longer be valid once you pick a new access code. The new access code can be 4 to 8 digits long.

- Enter your new password.
- Press # to finish.
- Press \* to cancel.

#### Step 4 – Record your personal greeting.

The system will ask you to record your greeting at the tone. When you are done:

- Press # to end the recording.
- Press \* to cancel.

#### Step 5 – Exit the system.

To complete your set-up session, just hang up.

### Retrieving your messages.

When you have a new message waiting, you will hear a stutter dial tone when you pick up the receiver, or your phone's message-waiting light will be flashing (if your phone has a message-waiting light feature). You can still make and receive calls when you hear the interrupted dial tone.

#### To access your Voicemail from home:

- Lift the receiver and dial \* 9 8.
- Enter your access code when prompted, followed by #.

#### To access your Voicemail while you are away from home:

- Dial your phone number and press \* when your personal greeting begins.
- Enter your access code. Follow the prompts to check for new or saved messages.

#### To access your Voicemail from anywhere in Canada or the U.S. using Shaw's toll-free number:

- Dial the toll-free number at 1-866-656-7429 or 1-866-677-7429 from anywhere in Canada or the U.S.
- Enter your mailbox number (your 10-digit phone number) followed by #.
- Enter your access code, followed by #.
- Follow the prompts to check for new or saved messages.

#### During playback:

- Press 0 for help.
- Press 1 to hear the next message.
- Press 1 1 to fast forward.
- Press 3 to go to the previous message.
- Press 3 3 to rewind.
- Press 4 replay the message.
- Press 7 to delete the message.
- Press 9 to save the message.
- Press \* to skip all messages.

#### After playback:

- Press 0 for help.
- Press 6 to forward this message.
- Press 7 to delete this message.
- Press 9 to save this message.
- Press \* to cancel the message playback and return to the main menu.
- Press 8 to archive the message.

#### To review saved messages:

- Lift the receiver and dial \* 9 8 to access the main menu.
- Press 1 to review saved messages.

### Setting the amount of rings before Voicemail pickup.

Your phone can be set to ring as few as once, or if you wish, as many as nine times. This can be adjusted on [phone.shaw.ca](http://phone.shaw.ca)

# Call Forward.

## Call Forward gives you the freedom to have your calls follow you.

Your calls will follow you anywhere you go when you set up Call Forward. When people dial your number, they will be redirected to any other number you choose. So, go ahead. Go to a friend's house while you wait for some calls.

### To set up Call Forward:

- Lift the receiver and dial **\* 7 2**.
- When you hear the dial tone, dial the 10-digit number where you want your calls forwarded. If you subscribe to Voicemail and want calls forwarded to your Voicemail, dial **\* 9 8**.
- Once your call is answered, you will hear a confirmation tone and you can hang up. Call Forward is now in effect.
- If the line is busy or no answer hang up. Repeat the initial steps (**\* 7 2**), wait for normal dial tone and enter the same forwarded to number), then hang up. Call forward is enabled.

### To cancel Call Forward:

- Lift the receiver and dial **\* 7 3**.
- When you hear a series of beeps, this indicates Call Forward has been cancelled.
- You can only cancel Call Forward from your own home phone or online at [phone.shaw.ca](http://phone.shaw.ca)

### While Call Forward is in effect:

- You may still make calls from your phone.
- Callers will receive a busy signal when the number that your calls are forwarded to is busy.
- Calls that are unanswered at the forwarded number will not route to your Voicemail.
- Call Waiting is inoperable. You will not receive a Call Waiting signal.
- You will hear an announcement that "the feature is already successfully activated" if you try to set up Call Forward when it's already in operation.

\*Note: Long Distance charges may apply in regards to Call Forwarding.

# Call Waiting.

## Call Waiting lets you answer calls even when you're on the phone.

When you get a call while you're already on the line, Call Waiting allows you to answer it. And if you have a caller ID-equipped phone, you can see who's calling while you're on the phone.

### When you are on the phone and someone else is calling you:

- Press the flash or link button on your handset to place your original caller on hold, and switch to the second caller. If your phone does not have one of these buttons, quickly press and release the receiver-disconnect button.
- You can now speak privately to caller two.
- Press the flash or link button on your handset (or quickly press and release the receiver-disconnect button) to return to your original caller.

### To temporarily disable Call Waiting:

- Lift the receiver and dial **\* 7 0**. Listen for two beeps.
- Listen until no further beeps are heard and make your call.
- Call Waiting will be restored when you hang up.

### What happens when using Call Waiting:

- If you are already on the phone, callers will hear a normal ring instead of a busy signal. If you have temporarily turned Call Waiting off, the second caller will hear a busy signal or will be routed to your Voicemail, if you subscribe to Voicemail.
- Waiting calls that are not answered will be routed to Voicemail, if you subscribe to Voicemail. You can find the telephone number of the second call by using the Call Return service. (See page 10 for more information.)
- If you lose a call, hang up. The phone will automatically ring and the call will be re-established.
- Call Waiting does not work when you are using 3-Way Calling (see page 9 for more information). Additional callers will be routed to Voicemail, if you subscribe to Voicemail, or will receive a busy signal.

## International unlimited calling packages.

As a Shaw Home Phone customer, you'll feel closer than ever to faraway family and friends when you take advantage of our international unlimited packages.

### Asia Unlimited

Add our Asia Unlimited Calling Package to any Shaw Home Phone package and get unlimited calling to landline and mobile numbers in China, Hong Kong and Singapore, and to landline numbers in Taiwan.

### India Unlimited

Chat with loved ones in India for as long and as often as you'd like. With our India Unlimited Calling Package, you can make unlimited calls to landline and mobile numbers anywhere in India.

## Shaw's Prepaid Calling Plan.

Shaw's Prepaid Calling Plan lets you enjoy great international calling rates even when you're not using Shaw Home Phone. You can use Shaw's Prepaid Calling Plan from a cell phone, a pay phone, a hotel room phone – virtually any phone, from anywhere. Shaw's Prepaid Calling Plan allows you to prepay as much or as little as you want, and the plan is activated instantly. All of your prepaid amount goes toward your long-distance usage. Visit [shaw.ca/phone](http://shaw.ca/phone) to order a Prepaid Calling Plan today.

# Customer care.

## My Account.

Through Shaw's My Account, you can manage your calling features with your computer. Along with reviewing and paying your bill online, you can also manage your Internet account and Digital Television programming. Simply login at [myaccount.shaw.ca](http://myaccount.shaw.ca)

### To register for My Account:

- Go to My Account at [myaccount.shaw.ca](http://myaccount.shaw.ca) and below "Don't have an account?" click on **Create one now**

### Step 1 – Account Info.

- Enter your account information into the fields presented. If Account Number is showing as one of the required fields, this can be found at the top of your Shaw bill.

### Step 2 – Create User.

- Create a username and password then click **Sign up** and you will receive a message indicating that your account has been activated.

### To sign in to My Account:

- Go to My Account at [myaccount.shaw.ca](http://myaccount.shaw.ca)
- Enter your username name and password and click on **Sign in**.

## To manage your calling features:

Click on **manage home phone features**.

The Manage Home Phone Features page will display the status (on or off) of several Home Phone features, such as Voicemail, Voicemail to Email, Selective Call Blocking, Anonymous Call Blocking, Busy Redial, Do Not Disturb and Call Forward. It also allows you to set the number of rings before a call is forwarded to Voicemail and reset your Voicemail password.