

VOICEMAIL.

BUSY? OUT? LET VOICEMAIL GET THE CALL.

Voicemail answers your calls when you are 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 *98 from your home phone. 1

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 #. 2 pound key

Note: If you enter an incorrect password, you will be asked for your mailbox number (your 10-digit phone number), followed by the password again.

- The system will ask you to select a language, change your access code and record your greeting. 3

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 19 digits long.

- Enter your new password. 4
- 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. 5

RETRIEVING YOUR MESSAGES.

When you have a new message waiting, you will hear an interrupted 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 *98. 1
- Enter your access code when prompted.

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. 2
- 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 previous message.
- Press 1 1 fast forward.
- Press 2 go to the next message.
- Press 3 3 rewind. 3
- Press 4 replay the message.
- Press 7 to delete the message.
- Press 9 to save the message. 4
- Press * to skip all messages.

After playback:

- Press 0 for help.
- Press 5 to hear the date and time stamp.
- 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.

To review saved messages:

- Lift the receiver and dial *98 to access your feature management menu. 5
- Press 1 to review saved messages

toll-free: free
call

EMPLOYMENT GOALS, TELEPHONE

READING INSTRUCTIONS “SHAW HOME PHONE”

Read the Shaw Home Telephone Guide.

VOICEMAIL section, GETTING STARTED

1. How do you ACCESS THE SYSTEM (Step 1)?
2. What do you have to press after you enter your temporary access code?
3. What will the system ask you after you enter the temporary code?
4. Write the 3 steps to enter the new access code.
5. How do you exit the system?

RETRIEVING YOUR MESSAGES

1. What are the 2 steps to access the voicemail from home?
2. What is the toll-free number to access your voicemail anywhere in Canada or the US?
3. What do you have to press to replay the message in your voicemail?
4. What number do you have to press to delete the message and to save the message?
5. What number do you press to “access your feature management menu”?