

Voicemail basics

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You may interact with your voicemail service from any touch-tone telephone, and receive messages 24/7. You may have a total of 25 messages (new and saved messages) in your mailbox at one time. The maximum length of each message is 3 minutes and you may save new messages for a maximum of 30 days.

Getting started

Personalize your mailbox with the following steps:

1. Dial the GTA Voicemail Access number at 488-0000.
2. From your home or business phone which has a GTA voice mailbox, enter the default PIN (9999), press #.
3. If you are away from your home or business phone, enter your 10-digit telephone number, press #.
4. Enter the default PIN (9999), press #.
5. When prompted, enter a new 4 digit PIN, then press #.
6. Press 1 to keep your new pin, press 2 to cancel and change.
7. Your mailbox is now set-up to receive new messages.

Retrieving your messages

From your home or business phone which has a GTA voice mailbox:

1. If you have messages, you will hear a stutter dial tone when you pick up the receiver.
2. Dial the GTA Voicemail Access number at 488-0000.
3. Enter your PIN when prompted, press #.
4. You will then hear how many messages you have, and you will be given options to listen to your messages.
5. Press 1 to listen to your new messages.

Away from your home or business phone:

1. Dial the GTA Voicemail Access number at 488-0000.
2. Enter your 10 digit telephone number, press #.
3. Enter your password when prompted, press #.
4. You will then hear how many messages you have, and you will be given options to listen to your messages.
5. Press 1 to listen to your new messages. Follow the prompts for additional options.

What you can do with messages

Your new messages will play first followed by saved messages. As you listen to each message, you will hear the date and time the message was received.

When your message plays, the following options are available:

- Press 1 to save
- Press 2 to delete
- Press 3 to skip
- Press 4 to listen again

- Press 5 to pause/continue
- Press 6 to end the message
- Press # to hear additional options
- Press 1 to hear the call
- Press 3 to forward the call
- Press 5 to listen to message time stamp
- Press 6 to listen to message envelope

After the last message is played, you may press * to go back to the previous menu.

Sending messages

You may record and send messages to other voicemail subscribers on the system individually or as part of a group list.

1. Once you're connected to your voicemail, press 6 to administer your account.
2. Press 1 to access the Message Center.
3. Press 4 to send a message.
4. Record your message after the tone, press #.
5. Press 5 to select recipients.
6. Enter the 10 digit mailbox number that you want to send a message to, press #.
7. To add a recipient, press 1.
8. To send a message, press 1.

Personal options

This section focuses on changing your pin, changing your greetings, and managing your message preferences. Other features like group lists (for sending a message) and notification options are covered in later sections.

• How to change your pin

You can change your pin as often as you like. Your pin must be 4-digits long. For your security, the system will not accept a repeating PIN (e.g. 1111, 3333), sequential PIN (e.g. 1234, 0123) or 4-digit sequence of your telephone number)

To change your pin:

1. Once you are connected to your voicemail, press 6 to administer your account.
2. Press 8 for additional options.
3. Press 1 to administer your pin and follow the prompts to change your pin.

• How to change your greeting

You can easily change the greeting your callers will hear when you are not able to answer their call. You can choose to have the service play the default system greeting (primary greeting) or you can choose to record a personal greeting.

To change your greeting:

1. Once you are connected to your voicemail, press 6 to administer your account.
2. Press 2 to administer your name & personal greeting.
3. Press 1 to administer primary greeting.
4. Press 1 to administer your personal greeting.

- **Notification options - included with Enhanced Voicemail only**

After you receive a message in your mailbox, you can set up your mailbox to send you new message notifications in two ways..

- Pager (the system will page you for messages received) or SMS (text notification to cell phone).
- You may also choose for the service to notify you for all or only urgent messages.

To set up notifications:

1. Once you are connected to your voicemail, press 6 to administer your account.
2. Press 4 to set up mailbox preferences.
3. Press 5 to set up message notifications.
4. Press 2 to enable SMS notifications.
5. Press 1 to turn on SMS notifications.

Group lists - included with Enhanced Voicemail only

Group lists allow you to quickly send a message to a group of people all at once. You may create up to 3 group lists with a maximum of 25 mailboxes per list.

To use your group list options:

1. Once you are connected to your voicemail, press 6 to administer your account.
2. Press 8 for additional options.
3. Press 2 to administer group lists.
4. To create a group list, press 1. Follow the prompts to enter a 1- or 2-digit group list number, record a title for the group list, and add members.
5. To change a group list, press 2. Follow the prompts to add a mailbox number to a list, review mailbox numbers already on a list, delete mailbox numbers from a list, and record a new name for a list.
6. To erase a group list, press 3. Follow the prompts to enter a 1- or 2-digit number and confirm deletion of the list.

Extended absence greeting - included with Enhanced Voicemail only

You can use your extended absence greeting to leave special instructions for your calls for a specific period of time.

To turn on your extended absence greeting:

1. Once you are connected to your voicemail, press 6 to administer your account.
2. Press 2 to administer your name and personal greeting.
3. Press 2 to administer your extended absence greeting.
4. Follow the prompts to record and schedule your extended absence greeting, turn on your extended absence greeting, and select messages to be accepted or rejected into the mailbox while this greeting is active.
5. Each time you return to your mailbox, you will be reminded that you have an extended absence greeting activated. When you no longer need the greeting, you can turn it off.

To turn off the extended absence greeting:

1. Once you are connected to your voicemail, press 6 to administer your account.
2. Press 2 to administer your name and personal greeting.
3. Press 2 to administer your extended absence greeting.
4. Press 4 to de-activate your extended absence greeting.

Wake-up call - included with Enhanced Voicemail only

With wake-up call, you can stop worrying about setting the alarm. This service allows you to set up a weekly wake-up call schedule and a weekend wake-up schedule. You can change the schedule as often as you like and turn the wake-up call option on/off as you please. With wake-up call, you will be awakened by a system message.

How to use wake-up call:

1. Once you are connected to your voicemail, press 6 to administer your account.
2. Press 7 to administer wake-up and reminders.
3. Press 1 to set wake-up calls and follow the prompts.

Reminders - included with Enhanced Voicemail only

With Reminders, you will never have to worry about remembering important occasions. Reminders allow you to record a message to be delivered to your telephone. You can select a one-time reminder, a daily reminder, a weekday reminder, a weekend reminder, or schedule a reminder for a specific day.

To schedule a reminder call:

1. Once you are connected to your voicemail, press 6 to administer your account.
2. Press 2 to set reminders and follow the prompts.

Family mailbox - included with Enhanced Voicemail only

Family mailbox is great for families with teenagers, households with roommates, and for people who work at/from their homes. With family mailbox, up to 8 additional members of your household can receive private messages in their own sub-mailboxes. Each household member has his/her own password and greeting. There's no wading through other people's messages to get to yours.

When no one is available to answer your phone, callers will hear your home voicemail greeting first. This greeting should provide direction to your callers so they can leave a message directly in the sub-mailbox of the person they are trying to reach.

Once a caller chooses a sub-mailbox number (1,2,3, etc.), he/she will then hear the personal greeting for that mailbox. The message the caller leaves is private for that sub-mailbox owner and can be retrieved only by that owner with his/her password. If the caller does not choose a sub-mailbox number, or presses the # key, the message will automatically be placed in the base mailbox.

To set up family mailbox:

1. Once you're connected to your voicemail, press 6 to administer your account.
2. Press 4 to set up mailbox preferences.
3. Press 4 to set up sub-mailboxes.
4. Press 3 to set up multiple mailboxes.
5. Enter sub-mailbox extension (between 1-8).
6. The system will assign a PIN for the assigned sub-mailbox extension.
7. Record a name for the sub-mailbox, press #.
8. Press 1 to accept the name recording.
9. Repeat the above steps for each multiple mailbox sub-mailbox.
10. You will need to change the greeting for the base mailbox to direct callers to leave a message for the correct individual. Use the instructions in the section "How to Change Your Greeting" on how to set up the mailbox.

To retrieve messages from a multiple mailbox:

1. Follow the instructions in the section to "How To Retrieve Your Messages".
2. Enter the password for the base or sub-mailbox, press #.
3. Enter the number of your sub-mailbox (1, 2, 3, etc). For the base mailbox, press 0.
4. When the base mailbox is entered, the message inventory for that mailbox is played. In addition, the mailbox will hear which of the sub-mailboxes also have messages. Remember, until all new messages in a multiple mailbox are saved or deleted, the message waiting indicator will remain on your phone.

To erase a multiple mailbox:

1. Once you are connected to your voicemail, press 6 to administer your account.
2. Press 4 to set up mailbox preferences.
3. Press 4 to set up sub mailboxes.
4. Press 3 to set up multiple mailboxes.
5. To erase a sub-mailbox, enter the number of that mailbox and follow the prompts.

Note: Once you erase a sub-mailbox, your messages, password, recorded name and greeting will be erased. Once erased, that particular mailbox and its contents are gone.

Visual Voicemail Web Portal - included with Enhanced Voicemail only

One of the great features of Enhanced Voicemail service is that you can access your voicemail messages online, via the GTA Visual Voicemail Web Portal.

Key benefits of accessing your mailbox online include:

1. Check your messages by phone or online. All your messages are displayed with caller's number, date, and time.
2. Listen to messages in any order.
3. Arrange to receive voicemail text alerts & email notifications.
4. View your call history, including missed calls and calls to voicemail.
5. Ability to manage greeting(s) from computer.
6. Download voicemails to your computer, save them, and listen to them anytime.

Before you can access your messages on the web portal, you must first set up your voice mailbox on your phone:

1. Go to: www.vm.gta.net.
2. Enter your 10 digit telephone number and your PIN at the login screen. This is the same login that you use for your voice mailbox on your phone.