

## EastLink. A truly Maritime company.

EastLink is a Maritime owned company providing a range of communication services to business and residential customers.

With over 32 years in business, EastLink has consistently demonstrated its commitment to growth and the provision of value. EastLink is also the first cable company in Canada to bundle Local Telephone, High Speed Internet, and Digital Cable/Cable to provide exceptional value in Entertainment and Communication services as well as Long Distance. EastLink's primary business is the continuous development and maintenance of a hybrid fibre/coax broadband network connecting its customers with the world via telephone, Internet, data, cable television and related services. Through its large employee base and those of its service contractors, EastLink provides employment for over 850 people.

**EastLink Telephone** offers local and long distance telephone solutions and related products.

**EastLink High Speed Internet** provides Internet connection services through exceptionally fast and reliable cable modem technology.

**EastLink Cable Systems**, the 5th largest cable company in Canada, provides cable and digital cable television services.

**EastLink Television** operates a network of community television channels within the markets served by EastLink Cable Systems.

**EastLink Advertising** delivers low-cost, high-frequency broadcast advertising to targeted local, regional and national markets with professional audio and high-impact graphics.

For more information about EastLink services call 939-5000 (toll-free 1-877-813-1727), or visit [eastlink.ca](http://eastlink.ca)

# Mount Allison University Administration Telephone Guide



## Restoring / listening to deleted messages

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With this feature you are able to restore up to five of the most recently deleted messages that have occurred during the previous two days.

At the main menu:

- ▶ Press **1 9** to review deleted messages.  
At the end of each message you may;
- ▶ Press **1** to listen to it again.
- ▶ Press **6** to send a copy of the message.
- ▶ Press **7** to erase the message; or
- ▶ Press **9** to save the message.
- ▶ Press **#** to skip the message.

Once the message is erased, saved or skipped, the next message will automatically begin to play. When all messages have been played, the system will return to the main menu.

## Important tips and helpful reminders

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Use the **\*** key to:

- ▶ Exit from a menu;
- ▶ Leave the system;
- ▶ Cancel previous action; or
- ▶ Re-enter destination number if you make a mistake.

Use the **#** key to:

- ▶ Skip over a greeting;
- ▶ Complete a step; or
- ▶ Skip a message you are reviewing.

Use the **0** key to:

- ▶ Access the help function.

Privacy:

- ▶ Messages may be marked as private.
- ▶ These messages cannot be copied and forwarded to anyone else. For further instructions, see "Sending a message" on page 2.

Remember, your mailbox password is confidential.

This will ensure no one else can access your mailbox.

Your password must be between 6-15 digits. Do not use your telephone number as your password.

## Glossary

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**Mailbox Number** - your seven-digit telephone number.

**Ten-digit Mailbox Number** - the 506 area code, followed by your seven-digit telephone number.

## Welcome to EastLink's Voice Messaging System.

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Your new voice mailbox will allow you to improve your productivity and to work more efficiently. With the Voice Messaging System you will no longer miss those important calls!

All your calls will now be answered by your personal greeting, whether you are away from the office or already on the phone. You can also send and receive messages while away from the office by simply calling the Voice Messaging System.

If, at any time, you require additional information on your new Voice Messaging System, please call:

**THE HELPDESK – 364-2473**

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## Setting Up Your Mailbox

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Whenever you want to use your mailbox, simply place a call to the Voice Messaging System by dialing either **\* 9 9** or dialing 939-9000.

The first time you call into your mailbox you will hear a special introductory training session. This will help you set up your own password, record your name or the name of your office and record your own personal greeting that your callers will hear.

Keep this guide handy when you place your first call to the Voice Messaging System. The following steps will be covered in your initial training session. Please note that the initial set-up of your voice mail must be done from your office phone.

Remember, your mailbox password is confidential. This will ensure no one else can access your mailbox. Your password must be between 6-15 digits. Do not use your telephone number as your password.

## Initializing Your Mailbox

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1. Call the Voice Messaging System by dialing **\* 9 9**.
2. The system will ask you to enter the temporary password, which is your seven-digit telephone number.
3. Now, you can record your personal greeting.  
This greeting can be changed from anywhere, at any time.
4. Next record your name followed by your company name. Your name will be associated with your mailbox identification.

5. You will now be prompted to change your temporary password to something that will be easy for you to remember, but difficult for others to guess (minimum 6 digits to a maximum of 15 digits). Never use your telephone number as your password.

Remember, you only have to do this once. If you need help, please call **THE HELPDESK – 364-2473**, or press **[0]** at any menu to access the help function.

## Basic Instructions

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Once you have set up your mailbox, every time you place a call to the Voice Messaging System, you will be brought to the main menu.

## Accessing the Voice Messaging System

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To enter your mailbox from your OVN telephone line:

- ▶ Press **[\*][9][9]**.
- ▶ Enter your password to access the main menu.

To enter your mailbox from a remote location:

- ▶ Dial 939-9000.
- ▶ You will then be prompted to enter your mailbox number (your ten-digit mailbox number) and your password; **OR**
- ▶ Dial your mailbox number, then press **[\*]** as your message greets you.
- ▶ You will then be prompted to enter your password so you can retrieve your messages.

## Listening to your messages

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At the menu:

- ▶ Press **[1]**.

At the end of each message you may:

- ▶ Press **[1]** to listen to it again.
- ▶ Press **[6]** to send a copy of the message.
- ▶ Press **[7]** to erase the message; or

- ▶ Press **[9]** to save the message.

- ▶ Press **[#]** to skip the message.

Once the message is erased, saved or skipped, the next message will automatically begin to play. When all messages have been played, the system will return to the main menu.

## Sending a message

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At the main menu:

- ▶ Press **[2]** to send a message.
- ▶ Record your message.
- ▶ Press **[#]** at the end of your message.
- ▶ Press **[#]** to send the message.
- ▶ Enter the ten-digit destination mailbox number (including your area code).
- ▶ Press **[5]** for delivery options (if desired).
- ▶ Press **[#]** to send your message.

Note: Other delivery options are available after entering the destination mailbox number.

- ▶ Press **[1]** to send private.
- ▶ Press **[2]** to send urgent.
- ▶ Press **[4]** for message receipt confirmation.
- ▶ Press **[5]** for confirmation of non-receipt.

## Sending a copy of a message

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At the main menu:

- ▶ At the end of the message, press **[6]** to forward the message.
- ▶ Record your introductory comments and press **[#]**, then press **[#]** again to forward.
- ▶ Enter the ten-digit destination mailbox number where you wish to forward the message (including area code).
- ▶ Press **[#]** to send your message.

## Replying to a message

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At the main menu:

- ▶ At the end of the message, press **[8]**.
- ▶ Record your reply and then press **[#]**.
- ▶ Press **[#]** again to send your reply. Your reply will be sent to the person who originally sent the message.
- ▶ Press **[7]** to erase the original message; or
- ▶ Press **[9]** to save the original message.

## Recording/changing your mailbox password

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At the main menu:

- ▶ Press **[4]** for personal options.
- ▶ Press **[2]** for administrative options.
- ▶ Press **[1]** for passwords.
- ▶ Press **[1]** to change your password.
- ▶ Enter the old password and press **[#]**.
- ▶ Enter the new password and press **[#]**.
- ▶ Press **[#]** to confirm the password.

## Recording/changing your personal greeting

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At the main menu;

- ▶ Press **[4]** for personal options.
- ▶ Press **[3]** for greeting / name options.
- ▶ Press **[1]** to select / modify greeting.
- ▶ Press **[1]** to select a personal greeting.
- ▶ Press **[2]** to record a personal greeting.
- ▶ At the tone, record your greeting. When you have finished, press **[#]**.
- ▶ To accept your greeting as you have recorded it, press **[#]** again; or
- ▶ To hear your greeting, press **[1]**; or
- ▶ To re-record your greeting, press **[2]**.

## Recording/changing your extended absence greeting

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At the main menu;

- ▶ Press **[4]** for personal options.
- ▶ Press **[3]** for greetings.
- ▶ Press **[3]** for extended greeting.
- ▶ Record your greeting, then press **[#]**.
- ▶ Press **[1]** to enable message deposit; or
- ▶ Press **[2]** to disable message deposit.

## Creating/changing your recorded name

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At the main menu;

- ▶ Press **[4]** for personal options.
- ▶ Press **[3]** for greetings.
- ▶ Press **[4]** for your recorded name.
- ▶ Press **[2]** to record your name at the tone, and then press **[#]**.
- ▶ Press **[#]** to save.

## Creating/changing your group distribution list

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At the main menu;

- ▶ Press **[4]** for personal options.
- ▶ Press **[2]** for administrative options.
- ▶ Press **[2]** for group lists.
- ▶ Press **[1]** to create a list.
- ▶ Assign a two-digit number to the list you want to create (from 11 through 99).
- ▶ Record the name for the list, then press **[#]**. (e.g. Regional sales managers).
- ▶ Enter the ten-digit mailbox number of the person you want on the list, then press **[#]**.
- ▶ Press **[2]** to review all the names on the list (if desired).
- ▶ Press **[\*]** to exit and save the complete list.