

## Getting Started with Voicemail

1. When you activate your account you will receive an **Activation Confirmation** eMail containing your password similar to the example below:

From: ispeed Communications [<mailto:activations@ispeed.biz>]  
Sent: Monday, March 28, 2011 7:41 AM  
To: Customer  
Subject: VoIP Telephone Activation

Dear Customer,

Thank-you for choosing ispeed's phone service.

Your VoIP Telephone account has been activated.

You have been assigned the following phone number and password:

DID Number(s): **+1 (250) 555-1212**  
Password: **1234**

2. To connect to voice mail, you can use any of the following methods:

Dial \*40 from a phone connected via your VoIP device, then enter the assigned password.

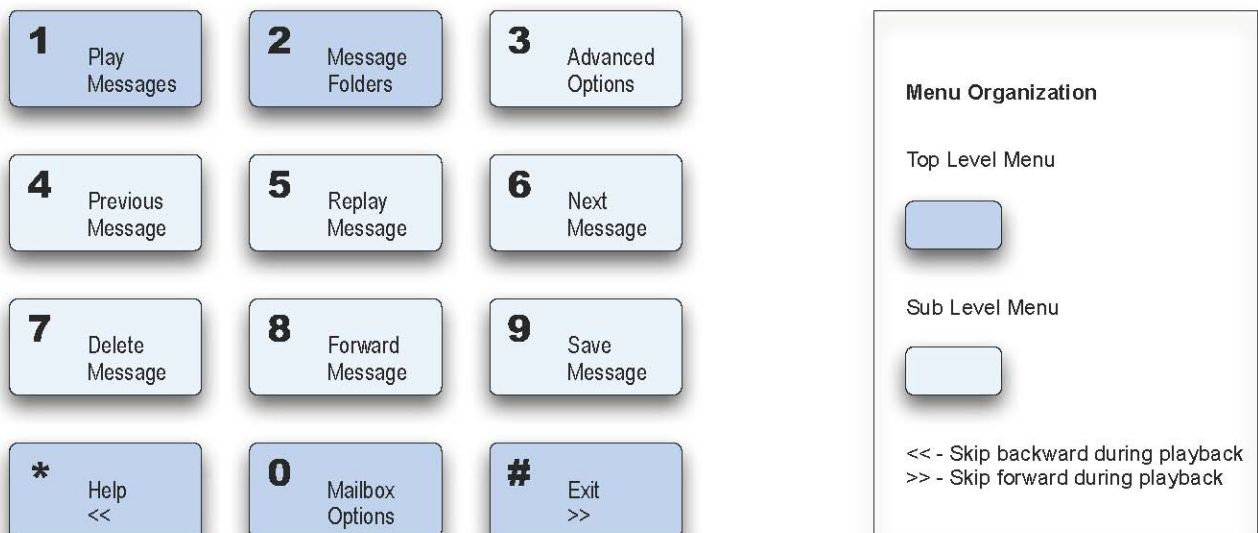
Dial \*42 from a phone connected via your VoIP device if you have multiple accounts, then enter the VoIP Phone number, followed by the assigned password when prompted.

You can also log in remotely from any phone by dialing your phone number (DID) and entering \* during the greeting playback, followed by the assigned password when prompted.

3. Once you have logged into the voicemail system you can use the menu options below to check messages, manage messages or set personal greetings and preference options.

The voicemail system has standardized menus that operate much like the voicemail systems available with your mobile service, so the navigation may already seem familiar to you.

The buttons in darker blue below are top level menu options and the buttons in lighter blue are options available while in one of the top menu sections. A complete hierarchy of the menus is available on the following page.



## **Voicemail Menu Hierchy**

### **1 Play Voicemail Messages**

#### **3 Advanced Options**

**1 Reply**

**2 Call Back(1)**

**3 Envelope**

**4 Outgoing Call(1)**

**5 Send Message**

**4 Play Previous Message**

**5 Repeat Current Message**

**6 Play Next Message**

**7 Delete Current Message**

**8 Forward Message to Another Mailbox**

**9 Save message in a folder**

**0 Save in New Message Folder**

**1 Save in Old Message Folder**

**2 Save in Work Message Folder**

**3 Save in Family Message Folder**

**4 Save in Friends Message Folder**

**\* Skip Backwards During Message Playback: Rewind**

**# Skip Forwards During Message Playback: Fast Forward**

### **2 Change Folders**

**0 Switch to New Message Folder**

**1 Switch to Old Message Folder**

**2 Switch to Work Message Folder**

**3 Switch to Family Message Folder**

**4 Switch to Friends Message Folder**

### **3 Advanced Options**

**5 Forward Messages**

### **0 Mailbox Options**

**1 Record Your Unavailable Message**

**2 Record Your Busy Message – available in future releases**

**3 Record Your Name**

**4 Record Your Temporary Message**

**5 Changed Your Password**

**\* Return to the Main Menu**

**\* Help**

**# Exit**

After recording a message (incoming message, busy/unavailable greeting, or mailbox name)

**1 Accept**

**2 Review**

**3 Re-record**