



HOME & AWAY™ VOICEMAIL

USER GUIDE

With a suite of exciting new features that revolve around your lifestyle, Rogers Home Phone **Home & Away** Voicemail is Voicemail, reinvented. You now have the ability to customize and manage your service to simplify your life.



Home & Away Voicemail

When you can't answer the phone, Voicemail allows callers to leave you a message that you can retrieve at a later time. **Home & Away** Voicemail lets you do even more, with a suite of exciting new features that revolve around your lifestyle!

You now have the ability to customize and manage your service to simplify your life. You can unite your home phone and wireless Voicemail into one convenient mailbox, manage your messages through e-mail, and much more.

And it all comes standard – once you've signed up for **Home & Away** Voicemail, you can activate any of the features below at no extra charge.

Now with **Home & Away** Voicemail:

- **Online-Voicemail:** Manage your Voicemail online like email, plus receive Voicemail messages in your email inbox. View, listen, and forward messages online, from anywhere. **Page 5**
- **Duo-Access:** Manage one mailbox for all your home phone and wireless Voicemail. **Page 8**
- **Multi-User:** Keep your family's Voicemail messages separate with up to 5 personal mailboxes. **Page 8**
- **Voicemail-Notifier:** Get notified of new messages as soon as they arrive, with a call to a pager or alternate telephone number, no matter where you are. **Page 10**

To activate any of these enhanced features, which come free with Voicemail, please call 1-888-ROGERS1 (1 888-764-3771) and request Rogers Home Phone - Account Changes.

To activate your Voicemail for the first time:

1. Dial *98 from your home phone.
2. Enter your temporary password.
Note: Your temporary password is the last four digits of your telephone number. For example, if your phone number is **(555) 555-1234**, then your temporary password is **1234**.
3. Press the # button to begin setting up your mailbox.
4. Enter your new Voicemail password (your new password must be 4-10 digits).
5. Press 1 to confirm your new password.
6. Record your first and last name after you hear the tone.
7. Press # after you've recorded your name, and press 1 to confirm.
8. Press 1 to record your own personal greeting (you can also press 2 to choose a standard greeting).
9. Record your personal greeting after you hear the tone.
10. Press # after you have recorded your personal greeting and listen to your message.
11. If you're satisfied with your recording, press 1 to complete your Voicemail activation.

Notification of new message:

If there is at least one new Voicemail message to be collected, you will be notified by a "stuttering" dial tone when you pick up your telephone. Certain telephones will also have a message waiting indicator light or display. Please consult your telephone owner's manual for further information.

Additional Message Waiting Notifications:

- If you have signed up for Online-Voicemail, you will receive an email with the new Voicemail message attached.
- If you have signed up for Voicemail-Notifier, you will receive an alert on the cell phone, pager or alternate telephone number you selected.
- If you have signed up for Duo-Access, you will be notified on your Rogers Wireless or second Rogers Home Phone number when you receive a new voicemail message.

To access your Voicemail:

From home:

1. Dial *98.
2. Enter your password. You are now in the Voicemail Main Menu.
3. From the Voicemail Main Menu, enter 1 to listen to your new voicemail messages.

Away from home, as a local call:

1. Dial your home telephone number. (Note: Your home phone will ring.)
2. Once you hear your recorded greeting, press **9**.
3. Enter your password. You are now in the Voicemail Main Menu.
4. From the Voicemail Main Menu, enter **1** to listen to your new voicemail messages.

Away from home, as a toll-free call:

1. Dial **1 87ROGERSVM** (1 877 643-7786).
2. Enter your 10-digit telephone number.
3. Enter your password. You are now in the Voicemail Main Menu.
4. From the Voicemail Main Menu, enter **1** to listen to your new voicemail messages.

Online, through the Internet:

1. Login to **rogers.com/onlinevoicemail**
2. Enter your 10-digit telephone number and Voicemail password (same password you use to access your message over the phone).
For more information on Online Voicemail, please see page 5.

Personalizing your Voicemail

To change the number of rings before calls are directed to your Voicemail:

1. Pick up your phone and dial ***94**.
After the tone, enter the desired number of rings (from 2-9) before unanswered calls are directed to your Voicemail. You will hear two beeps to confirm you have successfully made the change.

To record a Personal Greeting:

1. Pick up your phone and dial ***98**. Then enter your password.
2. Press **4312**.
3. After the beep, record your Personal Greeting. Press **#** when complete.
 - To accept and save the outgoing message, press **1**.
 - To re-record your outgoing message, press **2**.
 - To use a standard system greeting message, press **3**.

To change the recorded name for your Voicemail:

1. Pick up your phone and dial *98. Then enter your password.
2. Press 4332.
3. After the beep, record your name and press #.
4. Press 1.

To change your Voicemail password:

1. Pick up your phone and dial *98. Then enter your password.
2. Press 4211 and then enter your new password.
3. Press # and then press 1.

To turn off Voicemail, so that unanswered calls continue to ring:

1. Pick up your phone and dial *93.
2. Listen for two beeps confirming that Voicemail has been turned off.
3. Hang up.

To turn Voicemail back on:

1. Pick up your phone and dial *92.
2. Listen for two beeps confirming that Voicemail has been turned back on.
3. Hang up.

To turn off Voicemail, so that callers hear a busy signal while you are on the telephone:

1. Pick up your phone and dial *91.
2. Listen for two beeps confirming that Voicemail has been turned off.
3. Hang up.

To turn Voicemail back on:

1. Pick up your phone and dial *90.
2. Listen for two beeps confirming that Voicemail has been turned back on.
3. Hang up.

New Online-Voicemail

Get notified and listen to your Voicemail message through email with Online-Voicemail. Receive an email notification with the Voicemail message attached. Manage your Voicemail like email – view, listen, forward online, from anywhere.¹

To sign up for Online-Voicemail:

1. Call **1 888 ROGERS1** and request Rogers Home Phone – Account Changes.
2. Provide them with the email address at which you would like to receive your Voicemail messages.
3. It will be set up immediately.

Retrieve and listen to your messages from your email inbox:

Here is a sample of the email you will receive in your inbox when someone leaves a Voicemail on your home phone. It contains the information below and will have an attached audiofile.



You have a new Voicemail Message from **905-123-4567** received on **Friday November 09, 2007 at 10:03 AM.**

To play your Voicemail Message double click the attached file or click here to **LOGIN** to Online-Voicemail to view and manage all your messages.

From: 905-123-4567

Received: Friday November 09, 2007 at 10:03 AM

Duration: 15 seconds

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Login to your Online-Voicemail Inbox and manage your messages online.

From any Internet connection:

1. Click on the link in the above email or visit **rogers.com/onlinevoicemail**
2. Enter your 10-digit telephone number and Voicemail password (same password used to access your messages over the phone).

The screenshot shows the Rogers Home & Away Voicemail login page. At the top left is the Rogers logo. The page title is "HOME & AWAY™ VOICEMAIL 'ONLINE-VOICEMAIL' LOGIN". Below the title, there are two columns of content. The left column contains a link "CALL, UNPACK, RELAX. Moving? Rogers can help. > Learn More" and another link "View our Online Billing Demo". The right column contains a login form with the heading "Please enter your login details below:". The form includes fields for "Rogers Home Phone number:", "Voicemail Password:", and a "Multi User" dropdown menu. There is a "Remember my Rogers Home Phone number" checkbox and a "Log In" button. A link "Trouble logging in? Please click here." is located below the form. At the bottom of the page, it says "© 1995-2008 Rogers Communications Inc. All rights reserved."

Once logged in, you can

- View, listen to, delete and forward Voicemail messages
- Change your personal greeting
- Record and send a Voicemail message
- Change your Voicemail password
- Change the email address to which your Voicemail messages are sent

The screenshot shows the Rogers Home Phone Online-Voicemail Inbox page. At the top left is the Rogers logo. The page title is "ROGERS HOME PHONE™ ONLINE-VOICEMAIL INBOX". Below the title, there are two tabs: "Online-Voicemail" and "Voicemail Settings". The "Online-Voicemail" tab is active. On the left side, there are two links: "CALL, UNPACK, RELAX. Moving? Rogers can help. > Learn More" and "View our Online Billing Demo". The main content area shows a notification "Inbox - You have 4 new voice message" with links "Check Status", "Check Mail", and "Change Message". Below this is a table of messages. The table has columns for checkboxes, Type, From, Received, and Length. There are three messages listed. At the bottom of the page, it says "© 1995-2008 Rogers Communications Inc. All rights reserved."

	Type	From	Received	Length
<input type="checkbox"/>	-2-	(416) 555-1234	4/29/2008 12:23	16 sec
<input type="checkbox"/>	-2-	(514) 555-5555	4/28/2008 14:29	24 sec
<input type="checkbox"/>	-2-	(909) 555-6789	3/22/2008 13:15	29 sec

Duo-Access

Interested in saving time and managing your Rogers Home Phone and Rogers Wireless Voicemail? Activate the Duo-Access service and share your Voicemail box between the two services or between two Rogers Home Phone numbers.²

If you also have Online-Voicemail activated, you will receive Voicemail messages for your shared Voicemail box through email. You can manage your messages received at both phone numbers from a single Online-Voicemail inbox.

To sign up for Duo-Access:

1. Call **1 888 ROGERS1** and request Rogers Home Phone – Account Changes.
2. Provide the home phone or wireless phone numbers that you would like to have share the Voicemail service.
3. Duo-Access will be active within 48 hours.

Note: If you have activated Duo-Access, you will be notified on both your Home Phone and Wireless phone when you have a new Voicemail message.

Multi-User

Have a large family or roommates and you'd like to have multiple personal and private mailboxes on one Home Phone number? Multi-User allows you to create up to 5 separate mailboxes, each with a private password and separate message storage. With Multi-User each person can manage their personal mailboxes separately.

Each unique mailbox can be set up with Online-Voicemail and Duo-Access.

To sign up for Multi-User:

1. Call **1 888 ROGERS1** and request Rogers Home Phone – Account Changes.
2. Provide them with the number of sub-mailboxes you would like added. You can add up to 5 separate sub-mailboxes.

To set up each of the sub-mailboxes:

1. Dial *98 from your home phone.
2. Press a key to select the desired sub-mailbox ("0" is main and 1-4 for sub-mailboxes.)
3. Enter your temporary password. Your temporary password is the last four digits of your telephone number.
For example, if your phone number is (555) 555-1234, then your temporary password is 1234.
4. Press the # button to begin setting up your mailbox.
5. Enter your new Voicemail password (your new password must be 4-10 digits).
6. Press 1 to confirm your new password.
7. Record your first and last name after you hear the tone.
8. Press # after you've recorded your name, and press 1 to confirm.
9. Press 1 to record your own personal greeting (you can also press 2 to choose a standard greeting).
10. Record your personal greeting after you hear the tone.
11. Press # after you have recorded your personal greeting and listen to your message.
12. If you're satisfied with your recording, press 1 to complete your Voicemail activation.

To access your sub-mailboxes:

From home:

1. Dial *98.
2. Press a key between 0 and 4 to select the desired sub-mailbox.
2. Enter your password. You are now in the Voicemail Main Menu.
3. From the Voicemail Main Menu, enter 1 to listen to your new Voicemail messages.

Away from home, as a local call:

1. Dial your home telephone number. (Note: Your home phone will ring.)
2. Once you hear your recorded greeting, press 9.
2. Press a key between 0 and 4 to select the desired sub-mailbox.
3. Enter your Voicemail password. You are now in the Voicemail Main Menu.
4. From the Voicemail Main Menu, enter 1 to listen to your new voicemail messages.

Away from home, as a toll-free call:

1. Dial **1 87ROGERSVM** (1 877 643-7786).
2. Enter your 10-digit telephone number.
2. Press a key between **0** and **4** to select the desired sub-mailbox.
3. When prompted, enter your password. You are now in the Voicemail Main Menu.
4. From the Voicemail Main Menu, enter **1** to listen to your new voicemail messages.

Voicemail-Notifier

Want to be notified on your pager or at another telephone number that you have a new Home Phone Voicemail? Activate the Voicemail-Notifier feature and be notified of new messages as soon as they arrive, no matter where you are.

To sign up for Voicemail-Notifier:

1. Logon to **rogers.com/onlinevoicemail**.
2. Click on the "Voicemail Settings" tab.
3. Click the "Voicemail Notifier" tab.
4. Enter the pager number at which you would like to be notified when you receive a new Voicemail message.

Voicemail Group Distribution Lists

Personalized lists can be created and modified to allow quick communication to several people with a single call.

For example, your hockey team's practice time has been changed. If you have created a Distribution List for all the team members, you can send them a single Voicemail to fill them in on the change with just one call. Otherwise, you need to call each person individually.

Note: Group Distribution Lists can only include Rogers Home Phone and Rogers Wireless numbers.

To create a Distribution List:

1. Dial ***9**.
2. Press **4**.
3. Press **2**.
4. Press **2** for Distribution List.
5. Press **1** to create a new Distribution List.

6. A group number is automatically assigned to the group. Say the name you wish to associate with this group. Press **1** to keep this name or press **2** to change it.
7. Enter the mailbox number (phone number) of the person you wish to include in the group. Enter the sub-mailbox number when prompted, if applicable.
8. Follow the prompts to enter another subscriber to the Distribution List or press **#** if there are no other subscribers you wish to add to the Distribution List.

You can also create a Distribution List online:

1. Logon to **rogers.com/onlinevoicemail**
2. Click on the "Voicemail Settings" tab
3. Click on "Voicemail Broadcast"
4. Enter the telephone numbers you would like to add to your Voicemail Group Distribution List.

To send a message to the Distribution List:

1. Dial ***98**.
2. Press **3** to create a message.
3. Enter a group number you wish to forward the message to.
4. Press **#**.
5. Record your message and press **#** when done.
6. You now have the following options:
 - Press **1** to send the message
 - Press **2** to review the message
 - Press **3** to erase the message
 - Press **4** to continue recording from the last point in the message
 - Press **9** for delivery options
 - Press ***** to cancel the message

You can also send a message to the Distribution List online:

1. Logon to **rogers.com/onlinevoicemail**
2. Click on the "Compose Message" button.
3. Select the list or individual number you would like to send the message to.
4. Record your message and press Send.

Advanced commands while reviewing your messages:

During Message

- 1 Rewind
- 2 Pause/continue
- 3 Fast-forward
- 4 Listen to the message again
- 5 Date/time/length of message
- 6 N/A
- 7 Erase the message
- 8 N/A
- 9 Save the message
- 0 Help
- * Return to Main Menu
- # Skip message in progress

After Message

- 1 Rewind
- 2 Pause/continue
- 3 N/A
- 4 Listen to the message again
- 5 Date/time/length of message
- 6 N/A
- 7 Erase the message
- 8 N/A
- 9 Save the message
- 0 Help
- * Cancel
- # N/A

Helpful hints to get the most from your Voicemail

To find out when a message was left:

Press **5** when reviewing a message to hear the date, time and duration of the message as well as the name of the caller who left the message (including their telephone number, if available).

To fast-forward to the end of a message:

Press **3 3** to advance to the end of the message.

To review the message again:

Press **1 1** while you are listening to a message to return to the beginning.

To receive voicemail messages in your email inbox and manage your Voicemail online:

Call **1 888 ROGERS1** and request Rogers Home Phone - Account Changes.

Provide them with the email address you would like your Voicemail messages to be sent to. It will be set up immediately!

Login to your Online-Voicemail inbox at rogers.com/onlinevoicemail

1. Customers must select one email address at which they receive messages per Voicemail box. Can receive an audio file containing Voicemail messages on any .WAV enabled device. Standard data charges apply when downloading messages.

2. Rogers Home Phone customers can share their Voicemail box with one pre-paid Wireless or one Home Phone number billed from the same account as their Home Phone service. Standard per-minute and other Wireless charges apply.

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