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Introduction

Welcome to MTS Call Answer

Welcome to the convenient world of MTS Call Answer service. MTS Call Answer is the ultimate messaging system for your home or office. It's one of the easiest ways to make sure you're always in touch with family, friends and colleagues. And best of all, using it is as easy as using a Touch Tone™ phone.

Call Answer—the better way to manage messages.

With Call Answer service, you'll quickly discover that it's more than just an answering machine.
• Receive messages even when you're on the phone.
• Play messages with more control and ease. Adjust the speed, skip messages… and much more.

Important note for business users: Although various examples in this guide refer to your home telephone line, the information also applies if you have Call Answer service on your business telephone line.

• There are no tapes or wires to worry about… and it takes up absolutely no space.
• It even keeps working during a power failure.
• Send or forward messages directly to other Call Answer subscribers — without ever ringing their phone.

Using Call Answer is easy. Just follow the guide.

Taking advantage of Call Answer's convenience and power is simple. In fact, all the features are activated directly from your telephone's keypad. Just follow the guide, listen to the system's friendly prompts, and you'll soon be on your way!

And remember, if you have any questions about anything in this guide, please feel free to call us at 225-5687 (CALLMTS).

Call Answer Service Features at a Glance

Mini Call Answer	Call Answer	Call Answer Plus
Store up to 5 messages.	Store up to 25 messages.	Store up to 50 messages.
Receive up to 1-minute messages and save them for 5 days.	Receive up to 3-minute messages and save them for 7 days.	Receive up to 5-minute messages and save them for 14 days.
Save unheard messages for 5 days.	Save unheard messages for 21 days.	Save unheard messages for 21 days.
Greet callers with a 15-second Personal Greeting.	Greet callers with a 30-second Personal Greeting.	Greet callers with a 60-second Personal Greeting.
Stuttered dial tone indicates a message waiting.	Visual Message Waiting Light or stuttered dial tone indicates a message waiting.	Visual Message Waiting Light or stuttered dial tone indicates a message waiting.

Basic Features

Getting Started

Before you can use Call Answer service, you have to first initialize your Voice Mailbox. The voice prompts will guide you through these simple steps.

Step 1 – Access the system.
- Dial *99 from your home or office.
- Dial 225-9999 from elsewhere in Manitoba.
- Dial 1 866 GET-MSGS (438-6747) from the rest of Canada and the United States.

Step 2 – Enter your temporary password.
- If you are at your own telephone (the one with Call Answer), enter your temporary password (your telephone number).

- If you are at another telephone, enter your mailbox number (your telephone number) and press #. Then enter your temporary password.

Step 3 – Enter the new password you wish to use. It can be any combination of 6 to 15 digits, not beginning with the number 0. For security reasons, please ensure you change your password immediately.

Step 4 – Identify your Voice Mailbox by recording your name, telephone number or business name.

Step 5 – Record your greeting. You have 2 greeting options.

To record a Personal Greeting:
- Press 2.
- Record your greeting.

- Press # and follow the playback instructions, then confirm or record again.

To use the system's Standard Greeting:
- Press 1.
- The Standard Greeting will sound like this: "Your call has been transferred to an automatic voice messaging system. (Your pre-recorded name or number from step 4) is not available. At the tone, please record your message."

Step 6 – To exit, press *.

Ongoing Access to Your Mailbox
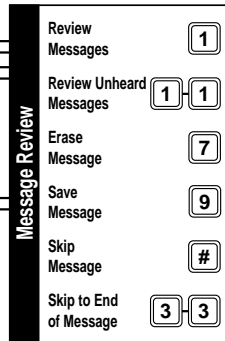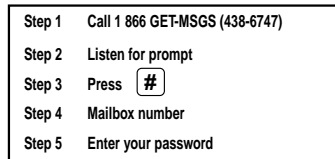
From Call Answer home/office:

Step 1	✳ 9 9
Step 2	Enter your password

From another location that has Call Answer:

Step 1	Call 255-9999
Step 2	Listen for prompt
Step 3	Press ✳
Step 4	Mailbox number
Step 5	Enter your password
Step 6	Press #

From another location in Manitoba:

Step 1	Call 225-9999 in Manitoba
Step 2	Listen for prompt
Step 3	Press #
Step 4	Mailbox number
Step 5	Enter your password

From another location in Canada or the U.S.:

Step 1	Call 1 866 GET-MSGS (438-6747)
Step 2	Listen for prompt
Step 3	Press #
Step 4	Mailbox number
Step 5	Enter your password

Message Review

Review Messages	1
Review Unheard Messages	1 1
Erase Message	7
Save Message	9
Skip Message	#
Skip to End of Message	3 3

Note: Your mailbox number is your telephone number.

Changing Your Personal Greeting
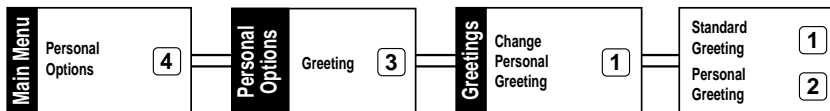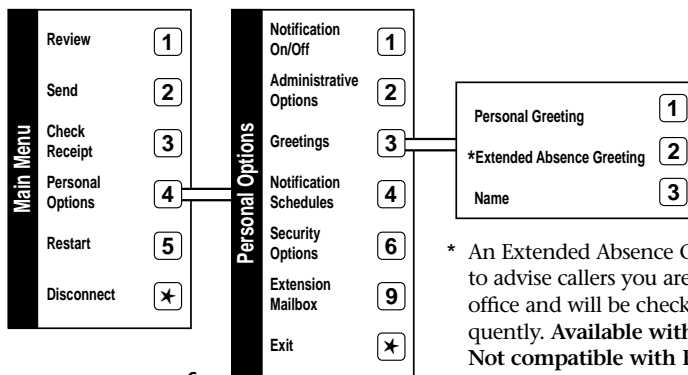
Main Menu

Personal Options	4

Personal Options

Greeting	3

Greetings

Change Personal Greeting	1

Standard Greeting	1
Personal Greeting	2

Other Greeting Options

Main Menu

Review	1
Send	2
Check Receipt	3
Personal Options	4
Restart	5
Disconnect	✳

Personal Options

Notification On/Off	1
Administrative Options	2
Greetings	3
Notification Schedules	4
Security Options	6
Extension Mailbox	9
Exit	✳

Personal Greeting	1
*Extended Absence Greeting	2
Name	3

* An Extended Absence Greeting can be recorded to advise callers you are away from your home/office and will be checking messages infrequently. **Available with Call Answer Plus only. Not compatible with Extension Mailboxes.**

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 (on Message Waiting Light capable phones only). This will not prevent you from making or receiving calls.

How to retrieve messages:

From home:	• Press *99. • After hearing your pre-recorded name, enter your password.
From elsewhere in Manitoba:	• Dial 225-9999. • Press #. • Enter your mailbox number. • Enter your password.
From elsewhere in Canada and the United States:	• Dial 1 866 GET-MSGS (438-6747). • Press 1 for Call Answer. • Press #. • Enter your mailbox number. • Enter your password.

Message Waiting Light

The Message Waiting Light feature will activate a light on compatible telephone sets to indicate you have messages. It is a standard feature of Call Answer and Call Answer Plus (must be ordered by calling 225-5687). Please remember, after retrieving your messages, make sure you exit your mailbox properly by pressing * until you hear "good-bye." This will ensure that your Message Waiting Light turns off. Compatible telephone sets include the Vista™ 350/390 models and the Regency 200/400/500 series phones.

How to review messages:

After entering the system:
- Press 11 to hear new, unheard messages first; or
- Press 1 to review all messages.

How to erase or save a message:

After reviewing the message:
- Press 7 to erase the message.
- Press 9 to save it, archiving the message.

Reviewing Messages – A Quick Reference

During playback:	1	Rewind 10 seconds	4	Play message slower
	11	Rewind to the beginning	5	Date, time, length and phone number of the caller who left the message
	2	Pause (2 to continue)	6	Play message faster
	3	Fast forward 10 seconds	8	Normal volume
	33	Fast forward to the end of the message	9	Increase volume
	337	Erase message immediately	*	Exit the system
	339	Save (archive) message immediately	0	Help from the system
After playback:	4	Replay	8	Reply
	6	Forward	9	Save
	7	Erase		

Helpful tips:	#	Skip message
	#	Bypass the Personal Greeting of another Call Answer subscriber
	*	Go to the previous step
Once in your mailbox:	1	Listen to all messages
	11	Listen to unheard messages
	2	Create and send a message
	5	Date, time, length and phone number of the caller who left the message

Remember: Your phone number will be provided in the envelope information (Option 5 during playback) if you choose to send a message, reply to a message, or forward a copy of a message while in your Call Answer mailbox.

Advanced Features

Customize Your Call Answer Service

How to control the number of rings callers hear before they go to your Call Answer mailbox (*94 Ring Control):

From your phone with Call Answer:	• Press *94 for Ring Control. • Enter the number of rings desired. You may choose between 0 and 9 rings (some areas may only choose between 1 and 9 rings). • A confirmation tone will let you know the change has been accepted.

How to change your password:

From the Main Menu:	• Press 4 for Personal Options. • Press 2 for Administrative Options. • Press 1 for Passwords. • Enter your new password. • Press # to confirm.

How to change your pre-recorded name:

From the Main Menu:	• Press 4 for Personal Options. • Press 3 for Greetings. • Press 3 to change your pre-recorded name. • Record your new name. • Press # to confirm.

How to change your Personal Greeting:

From the Main Menu:	• Press 4 for Personal Options.
	• Press 3 for Greetings.
	• Press 2 to record a Personal Greeting; OR
	  • Record your greeting.
	  • Press # and follow the playback instructions, then confirm or record again.
	• Press 1 for a Standard Greeting.

How to change the length of your voice prompts:

From the Main Menu:	• Press 4 for Personal Options.
	• Press 2 for Administrative Options.
	• Press 3 for Prompt Level.
	• Press 1 for Standard, 2 for Extended or 3 for Rapid prompts.

How to time and date stamp your messages:

From the Main Menu:	• Press 4 for Personal Options.
	• Press 2 for Administrative Options.
	• Press 4 for Time & Date Playback.
	• Press 1 for on or 2 for off.

How to choose whether callers are sent to your mailbox when the line is busy, or have them get a busy signal (*90/*91 Busy Line Control):

From your phone with Call Answer:	• To have callers get a busy signal:
	• Press *91.
	• A confirmation tone will let you know the change has been accepted.
	• To have callers go to your mailbox when the line is busy:
	• Press *90.
	• A confirmation tone will let you know the change has been accepted.

How to turn Call Answer service on or off (*92/*93 Ring No Answer On/Off):

From your phone with Call Answer:	• To have calls go unanswered:
	  • Press ***93** to turn Ring No Answer off.
	  • A confirmation tone will let you know the change has been accepted.
	• To have calls forwarded to your mailbox:
	  • Press ***92** to turn Ring No Answer back on.
	  • A confirmation tone will let you know the change has been accepted.

How to listen to callers while they are leaving a message in your mailbox and intercept the call (*95 Call Monitor):

This service is automatically available to all Call Answer subscribers. It is free with Call Answer Plus, and available on a Pay Per Use basis with Call Answer. Please see rate card for pricing.

When using Call Monitor:	• A short ring alerts you when a call has been transferred to your mailbox. • To find out who's calling, pick up the receiver and press ***95** to listen to the message without being heard. (For Call Answer Plus customers, just press the receiver/disconnect button.) • While monitoring the message, press the receiver/disconnect or link button to speak to the caller, or just hang up if you prefer not to intercept the message. • Call Monitor must be activated within 20 seconds of the call being forwarded to your mailbox.

Important notes:

- **One-touch star features (*90, *91, *92, *93, *94, *95 and *99) only work from a line that has Call Answer service.**

- **You must subscribe to Call Forward Busy in order to use Busy Line Control.**

Sending Messages to Call Answer Subscribers

Call Answer service gives you a number of convenient features that make it easy to communicate with other Call Answer subscribers. You can use your mailbox to reply to a message. You can record a message and send it directly to another Call Answer subscriber — without even ringing their phone. And you can forward an existing message to another Call Answer subscriber.

Call Answer Plus takes this one step further, allowing you to create distribution lists for forwarding messages to other Call Answer mailboxes.

Remember: Your phone number will be delivered in the envelope information if you choose to send a message, reply to a message, or forward a copy of a message while in your Call Answer mailbox.

All messages sent, replied, and forwarded from your Call Answer mailbox will arrive with the phone number attached, even if one subscribes to Call Display blocking. In these cases, the number can be blocked by manually marking the message "anonymous."

How to send a message directly to another Call Answer mailbox:

From the Main Menu:	
	• Press 2 to begin recording your message.
	• Press # when you finish recording your message.
	• Enter the phone number of the destination mailbox.
	• Press # to send the message; OR
	• Press 1 to mark the message private.
	• Press 2 to mark the message urgent.
	• Press 3 for receipt confirmation.
	• Press 4 for future delivery.
	• Press 5 to mark the message anonymous.
	• Press # to exit.

Important notes on message delivery options:

- Marking a message private prevents the person receiving the message from sending a copy of it to other mailboxes.

- Marking a message urgent positions it at the beginning of the recipient's message list and labels it urgent.

- Using the confirmation option, you can be notified when the recipient has listened to your message. If the recipient has not listened to it after 24 hours, you will receive a confirmation of non-delivery.

- The future delivery option allows you to have a message sent at a future date. The system will prompt you for the month, day and time you wish to have it sent. This feature is especially useful for sending yourself reminder messages.

- Marking a message anonymous prevents your name and phone number from being delivered in the envelope information of the message.

How to forward a message to another Call Answer mailbox:

After message review:	• Make sure you are at the end of the message.
	• Press 6.
	• Record an introduction to the message you are forwarding.
	• Press # to stop recording.
	• Enter the destination number.
	• Press #.
	• Press # to send the message.

How to reply to a message:

After message review:	• Press 8.
	• Record your reply.
	• Press # to stop recording.
	• Press # to send the message.

How to confirm receipt of a message:

Call Answer can let you know if a recipient has listened to
the message(s) sent from your mailbox.

From the Main Menu:
- Press 3 to check receipt.
- Enter the recipient's mailbox number.
- If the recipient has not listened to your message(s), the system will indicate how many of your messages are in the mailbox, and then play back each message.
- If the recipient has listened to your message(s), the system will respond: "All messages received in that mailbox."

Time & Date Playback

By activating the Time & Date Playback option, the time
and date stamp will automatically be heard before every
message.

From the Main Menu:
- Press 4 for Personal Options.
- Press 2 for Administrative Options.
- Press 4 for Time & Date Playback.
- Press 1 for on or 2 for off.

Security Options

Access Security

Access Security is a feature that lets you know if an unauthorized entry has been made into your mailbox. When you activate this feature, you will be required to record your name and the current time. From this point, every time you access your mailbox, the system will play the name and time recorded during the previous session. If the name and time are not recorded in your voice, or if the feature was skipped, an unauthorized entry may have occurred.

From the Main Menu:
- Press 4 for Personal Options.
- Press 6 for Security Options.
- Press 1 for on or 2 for off (or 0 for a tutorial).

Mark Message Anonymous

If there are times when you do not want your name and phone number sent in the envelope information of a message, simply mark the message anonymous. See "Sending Messages to Call Answer Subscribers" on page 13.

Exclusive Call Answer Plus Features

Extension Mailboxes

Exclusive to Call Answer Plus, the Extension Mailbox feature lets individuals receive messages separately in their own mailbox with their own password. It allows for 1 main mailbox and up to 3 separate Extension Mailboxes.

How to set up your Extension Mailbox:

Step 1 – Log into your main mailbox.

Step 2 – From the Main Menu:
- Press 4 for Personal Options.
- Press 9 for Extension Mailboxes.
- Enter the number of extensions you wish to add (1, 2 or 3).

Step 3 – The system will automatically assign a 4-digit password for each additional mailbox. You can retain this password or change it.
- Press 1 to retain it; or
- Press 2 to change it. Now enter a new 6-digit password.

Step 4 – After you have retained or changed your password, you may:
- Press # to accept the password;
- Press * to re-enter the password; or
- Press 1 to play back the password.

Step 5 – Record a name (or business name) to identify the extension.
- Record the extension name and press #.
- Press * to re-record the name (if required).
- Press # to confirm it.

Step 6 – Record a greeting for the extension, you may select:
- 1 for the system's Standard Greeting; or
- 2 for a Personal Greeting.
  - Record the greeting and press #.
  - The system will play back the greeting.
  - Press # to accept it; or
  - Press * to re-record it.

You have now finished creating the extension. The first time it is accessed, a tutorial will be played that allows the user to change or retain any of the set-up options you have just created.

At this time, the system will also ask if you'd like to re-record the greeting for the main mailbox. Your new greeting should inform callers about the new extensions. It should also tell callers which number to press for each extension (e.g. "press 1 for Jim and 2 for Sandy"). You have three options:

- Press 1 to re-record the Personal Greeting for the main mailbox;
- Press 2 to add or remove extensions; or
- Press * to exit Extension Mailbox Options and return to Personal Options.

How to delete Extension Mailboxes:

From the Main Menu:	• Press 4 for Personal Options. • Press 9 for Extension Mailboxes. • Press 1, 2, or 3 for the specific extension you wish to delete. • The system will confirm that the extension exists. • Press 7 to delete the extension. • Press # to confirm the deletion or press * to cancel it. • WARNING — by deleting the extension, you will also erase any messages in that extension. Messages in the main mailbox will not be affected.

How to log into an Extension Mailbox:

Dial 225-9999 from your home/office:	• You will hear the recorded name for your mailbox. • Enter the password for the main mailbox OR the password for the Extension Mailbox you wish to access.

How to log into more than one mailbox on the same call:

Dial 225-9999 from your home/office:	• Follow the previous instructions for how to log into an Extension Mailbox. • When you have finished your session with the current mailbox, press 5. This will get you into the general system. • Press # to indicate you have another mailbox on the system. • Press # again. • Enter your mailbox number (your phone number). • Enter the password for your main mailbox or one of the Extension Mailboxes. • Repeat until you have logged into all the mailboxes.

How to send a message between mailboxes:

Log into any of the mailboxes. From the Main Menu:	• Press 2.
	• Record your message and press #.
	• When the system prompts you to enter the destination:
	    • Press 1 for extension 1;
	    • Press 2 for extension 2;
	    • Press 3 for extension 3; or
	    • Enter the main phone number.
	• Press # to confirm the destination or press * to cancel and re-enter the destination.

How to determine the number of messages in each Mailbox Extension:

Log into any of the mailboxes. From the Main Menu:	• Press 0. • The system will respond with how many messages, new and archived, are in the mailbox you are currently in, followed by the number of messages in each additional mailbox.

Outcall Notification

Call Answer Plus lets you stay in touch no matter where you are. With Outcall Notification, you can be notified at a designated number or pager when new messages are delivered to your mailbox. Designed for maximum convenience, it gives you complete control over the hours when outcalling is in effect. You can also set up the outcall schedule to have the system call you immediately when a message is delivered, or you can select intervals of time between when a new message reaches your mailbox, and when the system notifies you. Notification for urgent and non-urgent messages can also be handled differently.

Three notification schedules are available:

1. Pager Schedule – designed to outcall to a tone or display pager. If you have a display pager, the system will display 225-9999.

2. Second Schedule – designed to outcall to a regular phone number. It plays a series of interactive prompts to whomever answers the outcall.

3. Temporary Schedule – will override the Pager and Second Schedules without erasing or modifying them. The system will prompt you to enter the number of days you want the Temporary Schedule to be activated. The Temporary Schedule will outcall in a manner similar to the Second Schedule, using a series of interactive prompts when someone answers the outcall.

How to set up a Notification Schedule:

From the Main Menu:	• Press 4 for Personal Options.
	• Press 4 for Notification Schedules.
	• Select the Pager, Second, or Temporary Schedule.
	• Enter the telephone number where you want to be paged or called.
	• Enter the weekday outcalling start and stop times.
	• Enter the weekend outcalling start and stop times.
	• Select whether you want to be notified of all messages, urgent messages only, or urgent messages sent from a Group Distribution List.
	• Select how soon the system should notify you after a new message arrives (times can be different for urgent and non-urgent messages).
	• Press 1 to confirm the schedule or 2 to change it.

How to turn Outcall Notification on/off:

From the Main Menu:	• Press 4 for Personal Options.
	• Press 1 for Notification Options.
	• Press 1 to turn Outcall Notification on, or press 2 to turn it off.

Important notes:

- **If you do not retrieve your messages after an outcall, your mailbox will continue to send an outcall every ten minutes until you retrieve your messages. After the fifth attempt, the system will stop sending outcalls.**

- **If you have set up both the Pager and Second Schedules to notify you at the same time, only the Pager Schedule will outcall.**
- **Outcall Notification is not available to the Extension Mailboxes, only to the main mailbox.**

Cut Through Paging

You can have Call Answer Plus page you when there is a message in your Call Answer Plus mailbox. With this feature, the caller's telephone number can be delivered right to your pager. To use the Cut Through Paging option, simply set up the Pager Schedule.

Once your pager's Outcall Notification has been turned on, you will automatically receive the Cut Through Paging option. To let callers know how to page you, change your Personal Greeting to reflect the change. An example:

"Hi, you have reached Mr. Ross. I am unable to take your call, so please leave a message after the beep. If you need to page me, press '5' and enter your number, followed by a brief voice message. I will return your call as soon as possible."

When callers enter their telephone number, Call Answer Plus will deliver it to your pager. If they decide to leave a voice message as well, Call Answer Plus will deliver a "11" at the end of the telephone number.

Group Distribution Lists

Group Distribution Lists can save you valuable time when sending Voice Mail messages to the same group of people.

Messages can be sent to all members of the list using a convenient two-digit destination number. You can also delete lists, or review and modify existing lists.

How to create a Group Distribution List:

From 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 11-25).
- Record a name for the list.
- Enter the mailbox number (telephone number) of each person you want on the list (you can include up to 25 numbers per list).
- Press 1 to review all the names on the list.

- Press * to exit and save the complete list.
- Repeat, and create up to 15 different lists.

Other Call Answer Services

Virtual Phone Service

Virtual Phone service is available with Call Answer and Call Answer Plus. An exciting new feature, Virtual Phone service gives you the same convenience and power of Call Answer, but without requiring an actual phone line.

With Virtual Phone service, you never miss calls because they are automatically sent to your Voice Mail. Your messages remain confidential because only you can listen to them. Virtual Phone service also lets you store up to 25 messages for 7 days, and comes with a White Pages directory listing for your home, or a Yellow Pages listing for your business. And with Call Answer Plus, you can take advantage of powerful features like Outcall Notification and Extension Mailboxes.

How to pick up your messages:

From any phone:	• Dial 225-9999 in Manitoba OR 1 866 GET-MSGS (438-6747) in Canada and the United States.
	• Listen to the introductory prompts.
	• Press #.
	• Enter your mailbox number.
	• Enter your password. (If accessing it for the first time, your password is your mailbox number.)
If the phone has Call Answer:	• Dial 225-9999.
	• Listen to the introductory prompts.
	• Press *.
	• Enter your mailbox number.
	• Enter your password. (If accessing it for the first time, your password is your mailbox number.)

Calling Features Value Pack

Looking for total control over your phone? You need to look at the Calling Features Value Pack. Powerful, convenient and economical, the Calling Features Value Pack contains 8 of our most popular calling features— including Call Answer Plus — for one low price. For more information, and to get your copy of the Calling Features Value Pack brochure, call us at 225-5687 (CALLMTS), visit your nearest Connect store or visit us online at mts.mb.ca.

General Information

Troubleshooting Guide

Problem	Troubleshooting Tip	Feature Description
Calls aren't being put through to my mailbox – the phone just keeps ringing.	The "Ring No Answer" option may be turned off.	**RING NO ANSWER ON/OFF** You can control whether Call Answer is turned on or off by pressing ***92** to turn it on and ***93** to turn it off. See page 12 for more details.
Calls are going straight into my mailbox – the phone doesn't ring at all.	The number of rings might be set to "0." OR Someone may have sent a message through the Call Answer system.	**RING CONTROL** You can control the number of rings callers hear before they are forwarded to your Voice Mail. Press ***94** and enter the number of rings (0-9) you want callers to hear. See page 10 for more details. OR **SENDING A MESSAGE** Someone else may have sent you a message directly through the Call Answer system. When this happens, the message arrives without ringing your phone. See page 13 for more details.
When I'm on the phone, callers get a busy signal instead of being forwarded to my Voice Mail.	The "Busy Line Control" feature may be in the off position. OR "Call Forward Busy" might not be programmed on your line.	**BUSY LINE CONTROL** You have the option to send additional callers to your Voice Mailbox or have them hear a busy signal when you're on the line. Press ***91** and callers will receive a busy signal. Press ***90** to send callers to your Voice Mail. See page 11 for more details. If you experience further problems, call Repair Services at 611.

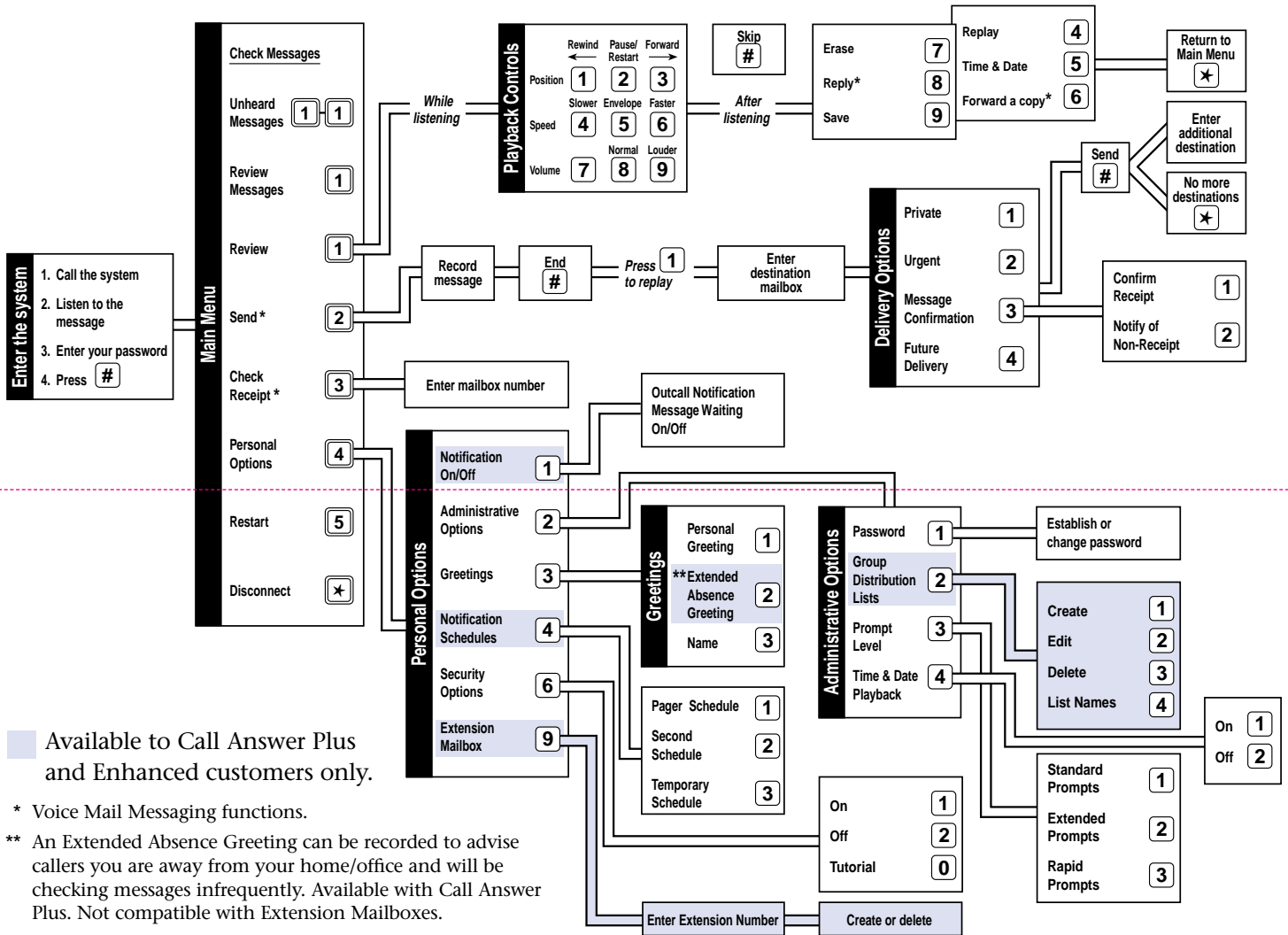| Problem	Troubleshooting Tip	Feature Description
I'm setting up my Call Answer mailbox. What is my mailbox number?	Your mailbox number will always be your 7-digit telephone number.	**GETTING STARTED** See page 5 for more details.
I'm setting up my Call Answer mailbox. What is my temporary password?	Your temporary password is always your 7-digit telephone number.	**GETTING STARTED** When you set up your mailbox, the service will prompt you to change your temporary password to your own personal password. See page 5 for more details.
I forgot my password.	It is always a good idea to choose a password that you can remember. It can be as few as 6 digits or as many as 15. (Note: your password cannot begin with zero.)	**PASSWORD** Call Repair Services at 611 to reset your password. Please keep in mind that we will need to reinitialize your mailbox, erasing all the messages that are currently in your mailbox.
When accessing my mailbox, why do I have to record my name and the current time?	Your "Security Options" are on. This feature lets you know if an unauthorized entry has been made into your mailbox.	**SECURITY OPTIONS** To turn this feature off, access your mailbox as you normally would, follow the prompts and record your name and the current time. Then press 4 for Personal Options. Press 6 for Security Options. Press 2 for off. See page 16 for more details.

Problem	Troubleshooting Tip	Feature Description
I hear the stuttered dial tone telling me I have new messages, but I don't have any. OR The Message Waiting Light is blinking, but I don't have any new messages.	You might not have properly exited your mailbox the last time you accessed it.	**EXITING YOUR MAILBOX** You should always exit your mailbox by pressing ***** until you hear "good-bye." It is also a good idea to wait approximately 6 seconds before picking up the handset again to allow for the Message Waiting Light or stuttered dial tone to reset. If the problem persists, call Repair Services at 611 and have them reset your message-waiting indicator.
I can't access my Voice Mail when I'm calling from a phone other than my home phone.	The Call Answer access number is 225-9999. No long distance charges are incurred if you dial this number in Manitoba. To access Call Answer when in other provinces or the United States, please dial 1 866 GET-MSGS (438-6747).	**REMOTE ACCESS** To access your Voice Mailbox, dial the Call Answer access number (225-9999), press #, enter your mailbox number, and follow the prompts. OR dial 1 866 GET-MSGS (438-6747) and press 1 for Call Answer. If you are calling from a phone that has Call Answer, press ***99**, press *****, enter your mailbox number, enter your password and follow the prompts. Another option is to dial your phone number, then press ***** when your Personal Greeting starts. That will bring you into the general system. Then press #, enter your mailbox number, enter your password and follow the prompts. See page 7 for more details.

Problem	Troubleshooting Tip	Feature Description
When I press ***99** to access my messages: • It doesn't go into my mailbox. • It just rings. • I get a busy signal. OR I dialed my access number, but it's not working.		Hang up and try again in a few minutes. The system may be busy.
My Call Answer voice prompts have changed.	The Prompt Level may have been changed.	**PROMPT LEVEL** The Prompt Level selection allows you to determine the amount of information the voice prompts provide during your session — Standard, Extended, or Rapid. To change this setting, access your Voice Mail, press 4 for Personal Options, press 2 for Administrative Options, press 3 for Prompt Level, and press 1 for Standard Prompts.

Important notes:

- **For any *'##' command, you just have to pick up the phone and dial the 2-digit number.**

- **If any of the previous tips do not solve your problem, call Repair Services at 611.**

Call Answer Quick Reference Chart

Enter the system
1. Call the system
2. Listen to the message
3. Enter your password
4. Press #

Main Menu
- Check Messages
  - Unheard Messages — 1 1
  - Review Messages — 1
- Review — 1
- Send * — 2
- Check Receipt * — 3 → Enter mailbox number
- Personal Options — 4
- Restart — 5
- Disconnect — *

While listening → Playback Controls

Playback Controls
- Position: Rewind ← 1, Pause/Restart 2, Forward → 3
- Speed: Slower 4, Envelope 5, Faster 6
- Volume: 7, Normal 8, Louder 9

Skip #

After listening
- Erase — 7
- Reply * — 8
- Save — 9
- Replay — 4
- Time & Date — 5
- Forward a copy * — 6

Return to Main Menu *

Send
- Record message → End # → Press 1 to replay → Enter destination mailbox → Delivery Options

Delivery Options
- Private — 1
- Urgent — 2
- Message Confirmation — 3
  - Confirm Receipt — 1
  - Notify of Non-Receipt — 2
- Future Delivery — 4

Send #
- Enter additional destination
- No more destinations *

Personal Options
- Notification On/Off — 1 → Outcall Notification Message Waiting On/Off
- Administrative Options — 2
- Greetings — 3
- Notification Schedules — 4
- Security Options — 6
- Extension Mailbox — 9

Greetings
- Personal Greeting — 1
- **Extended Absence Greeting — 2
- Name — 3

Notification Schedules
- Pager Schedule — 1
- Second Schedule — 2
- Temporary Schedule — 3

Administrative Options
- Password — 1 → Establish or change password
- Group Distribution Lists — 2
  - Create — 1
  - Edit — 2
  - Delete — 3
  - List Names — 4
- Prompt Level — 3
  - Standard Prompts — 1
  - Extended Prompts — 2
  - Rapid Prompts — 3
- Time & Date Playback — 4

- On — 1
- Off — 2

- On — 1
- Off — 2
- Tutorial — 0

- Enter Extension Number → Create or delete

Available to Call Answer Plus and Enhanced customers only.

* Voice Mail Messaging functions.

** An Extended Absence Greeting can be recorded to advise callers you are away from your home/office and will be checking messages infrequently. Available with Call Answer Plus. Not compatible with Extension Mailboxes.

Contacting Us

If you have any questions about anything in this guide, or about Call Answer in general, please feel free to call us at 225-5687 (CALLMTS) or visit your nearest Connect store. You can also submit your questions online by visiting mts.mb.ca. If you are experiencing technical difficulties, call Repair Services at 611.