

FAQs

Voicemail System Migration for Local Link and Basic Business Line subscribers:

1. Do I have to do anything to my mailbox before the migration?

No. You do not have to do anything prior to the migration of your mailbox.

2. Will my existing greetings be migrated to the new system?

Yes. Your existing greetings will be migrated to your new mailbox.

3. Will my voicemail password change after the migration?

No, your voicemail password will not change, but we do recommend that your password is a minimum of 8 characters in length for security purposes.

4. What will happen to my saved messages?

All messages in your mailbox at the time of migration will automatically be migrated.

5. Our company has multiple locations in different cities; will all locations be migrated at the same time?

No. Not all locations will be migrated at the same time. Given the complexity of the voicemail conversion, we are unable to migrate by customer. The migration will occur on a system-by-system basis according to a predetermined schedule. All customers on a given voicemail system will be migrated during a migration window. Customers will be notified prior to the migration. If your location has not been migrated, you can continue to use the old voicemail retrieval number will still apply.

6. How long will my mailbox be out of service during the migration?

It is expected that most systems will be out of service for a maximum of nine hours overnight.

7. What will callers hear during the system upgrade?

Callers who dial your telephone number during this period will not be routed to your mailbox; they will hear ringing with no answer. If you call in to retrieve your messages, you will hear the same ringing with no answer. See below if you require voicemail during the system upgrade period.

8. How can I make sure my customers' calls are answered during the migration?

For critical operations that cannot be out of service for any period of time, you can use call forwarding to forward callers to:

- A line that will have live answer
- Another service (i.e. a cell phone) with a mailbox or another Business Line or Local Link line that is not impacted by the migration

9. Are there any changes to features and functionality on the new voicemail system?

No. There are no changes to features and functionality.

10. Once our voicemail is migrated to the new system, will I be able to send, reply to and forward messages to other users who are still on the old voicemail system?

Yes. Once your mailbox has been migrated, you will be able to send messages to users on both the new and the old voicemail systems, and they will be able to send messages to you. You will be able to use the same star codes as the old system to perform these functions.

11. Will I have to do anything to my mailbox after the migration?

No.

12. How will I access my mailbox when I am away from the office?

There are two ways to access your voicemail remotely.

- You can dial your own number, press 9 and follow the user prompts, or
- You can now access your voicemail using our new toll-free number within Canada and the United States by dialing 1 877 235-5777 and follow the user prompts.

13. I currently have Local Link Package A phone service, is the voicemail access number I use for *90 and *92 changing?

Yes. If you have deactivated your voicemail by dialing *91 or *93, you will need to use the new voicemail access number 310-4884 in order to reactivate it. You will be able to use this number once you have been migrated.

14. I currently have Local Link Package A phone service, how do I forward my voicemail when my line is Busy after the migration?

1. Lift your handset and dial *90, wait for dial tone
2. Enter the following voicemail access number 310-4884
3. Wait to hear the 2 beeps to confirm activation
4. Hang up

15. I currently have Local Link Package A phone service, how do I forward my voicemail when my line is Not Answered after the migration?

1. Lift your handset and dial *92, wait for dial tone
2. Enter the following voicemail access number 310-4884
3. Wait to hear the 2 beeps to confirm activation
4. Hang up

16. How long will the old voicemail access numbers work?

The old voicemail access numbers will work up until 2 weeks after the migration. After this time, if you have your voicemail call forwarded to the old voicemail access number, your callers will not be able to leave you a message.