



*Visual Voicemail Plus for Android*

*User Guide*



## **Notice**

[Nuance Visual Voicemail Plus for Android (Rogers Branding,v1.0 2012-02)]  
[User Guide]

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With Visual Voicemail Plus for Android you can listen to and READ messages without dialing into your voicemail service. Now when someone leaves you a voicemail the audio file and text transcription of the message will be automatically delivered to your phone and managed via the Visual Voicemail Plus for Android application.

The application will also 2-way synchronize your voicemail messages between your device and traditional voicemail mailbox service (i.e. if you delete or view a message in the application, it will be deleted or marked as saved in your voicemail mailbox service).

### **Key Features/Benefits:**

- Includes Enhanced Voicemail. Receive up to 35, five-minute messages and save each one for up to 10 days. Record a personalized greeting up to 3 minutes long
- Get your voicemail messages automatically pushed to your phone as an audio file and as transcribed text
- No need to dial in to check voicemail messages or to enter a password
- Listen to or read your voicemail messages in any order you want  
Stuck in a meeting or in class? Read your voicemails discretely
- Enjoy one-click call back or response via SMS/MMS/Email
- Keep a record of those important voicemails forever
- Have messages on your device synch with messages in your voicemail mailbox

### **Supported Android Devices**

Go to [rogers.com/visualvoicemailplus](http://rogers.com/visualvoicemailplus) for an updated list of supported devices

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## 1 Getting Started

This chapter contains all the necessary information for the initial subscription and setup of the Visual Voicemail Plus application and the configuration of the application.

Contact Rogers to subscribe to the Visual Voicemail Plus for Android service.

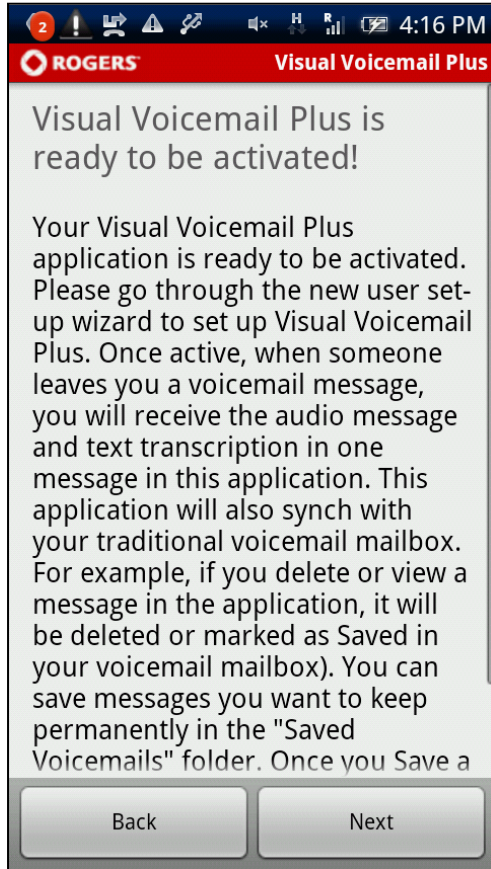
After subscribing to the service you will receive an SMS on your phone which will provide a link to where you can download the Visual Voicemail Plus for Android application.

Once the application is downloaded to your device, click on the application to open it.

Before you can use your Visual Voicemail Plus application, a setup screen appears to guide you through the initial steps to set up your service including creating a password and greeting.

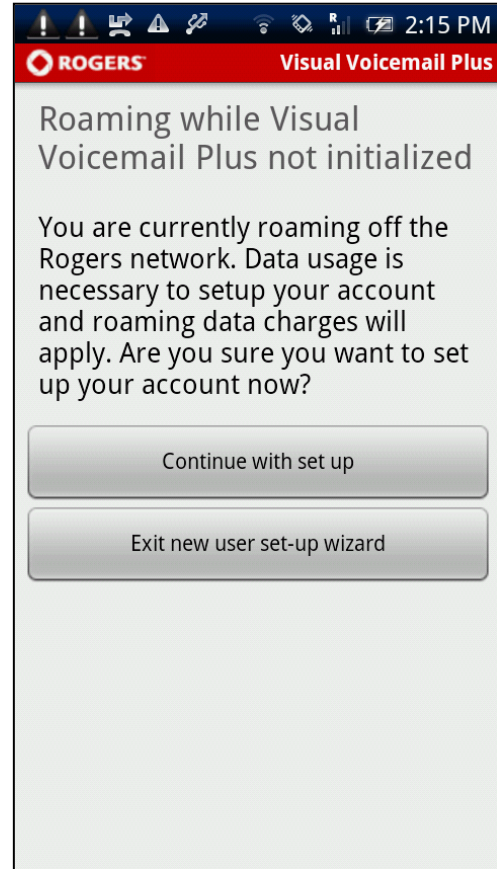
To setup your Visual Voicemail Plus for Android application, please follow these steps.

## Welcome Screen



The screen shown above only appears the first time you start the application. This screen can be considered as an introductory screen which leads you to the next steps necessary to configure your Visual Voicemail Application. Continue by tapping the “Next” button.

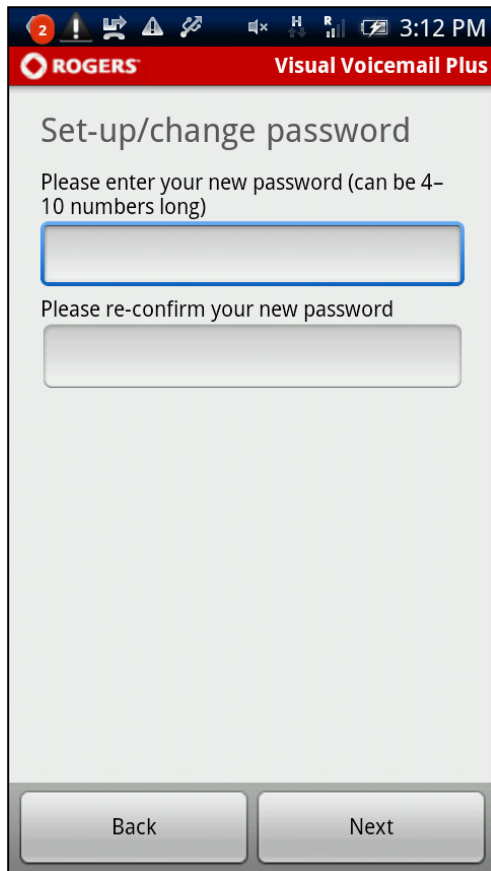
## Roaming Warning Message



If your phone is currently in roaming mode, the warning message shown above will appear.

If you wish to allow the application to proceed when roaming, please tap the “Allow data transfer” button. Otherwise tap the “disallow” button to exit the application.

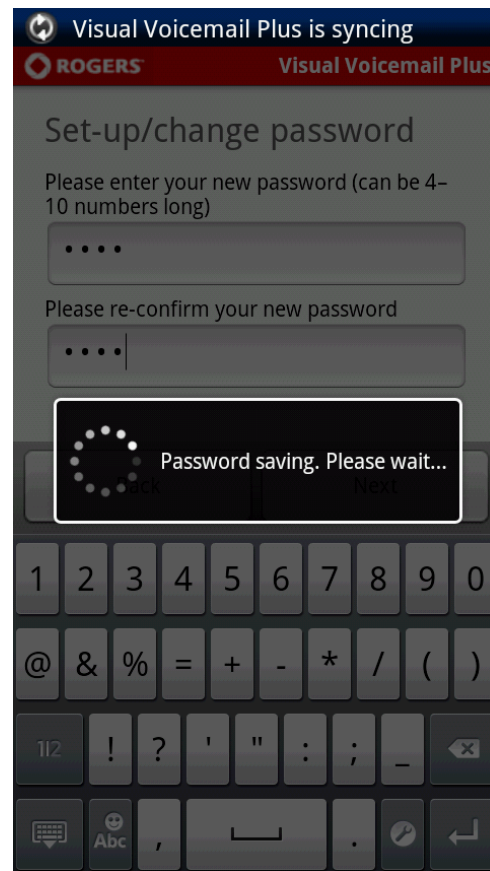
## Set password



Now it is time to set your new password.

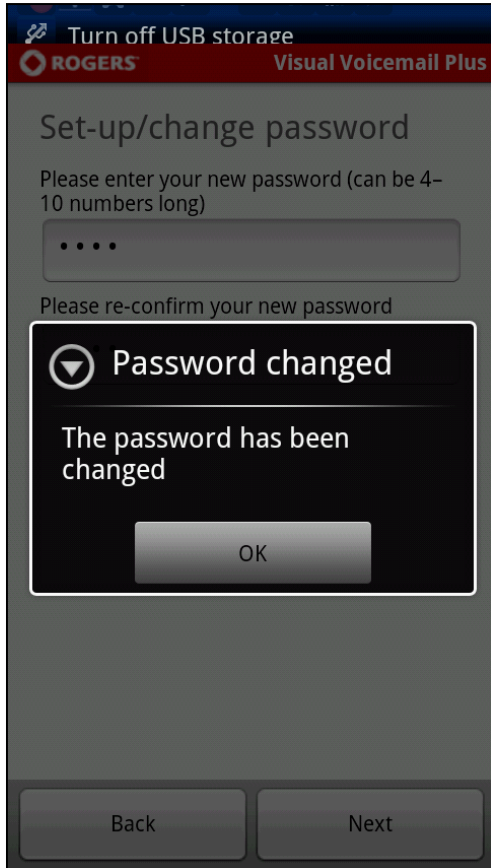
Please enter your password twice and confirm it by tapping the “Next” button. Your password must be 4-10 numbers long. If you would like to go back to the previous step select the “Back” button.

## Password activation pending



While the application is communicating with the server to set the new password you will see the password activation pending shown above.

## Password activation confirmation



This confirmation appears when the new password has been activated on the server side. Press the "Ok" button

If the new password and the confirmed password do not match or the entered password does not match the password requirements an appropriate error message will pop up.

## Greeting settings

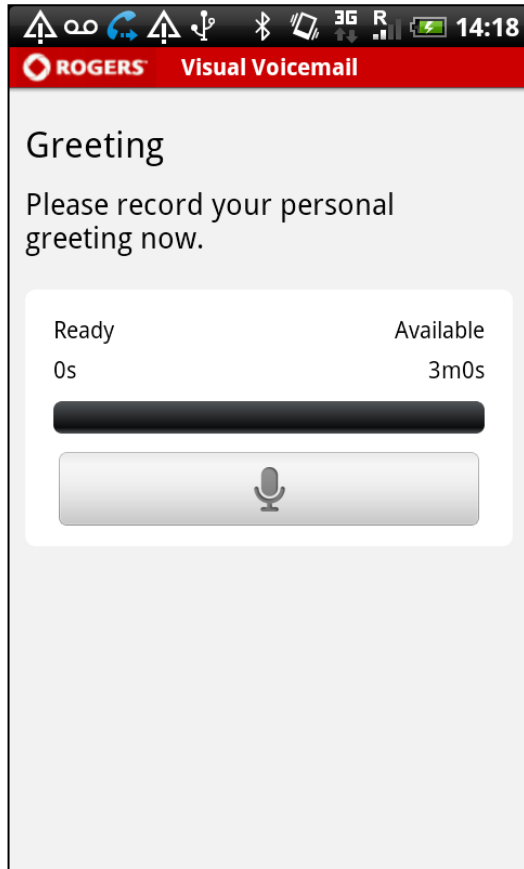


This screen allows you to select a type of greeting. You have the choice between a personal greeting and a greeting with your own number (default greeting). If you select "personal greeting" you will be forwarded to the Greeting Recording Screen. If you select Default Greeting, your greeting will automatically be set to state your phone number only.

If you would like to go back to the previous step, tap the "Back" button.



## Greeting Recording Screen

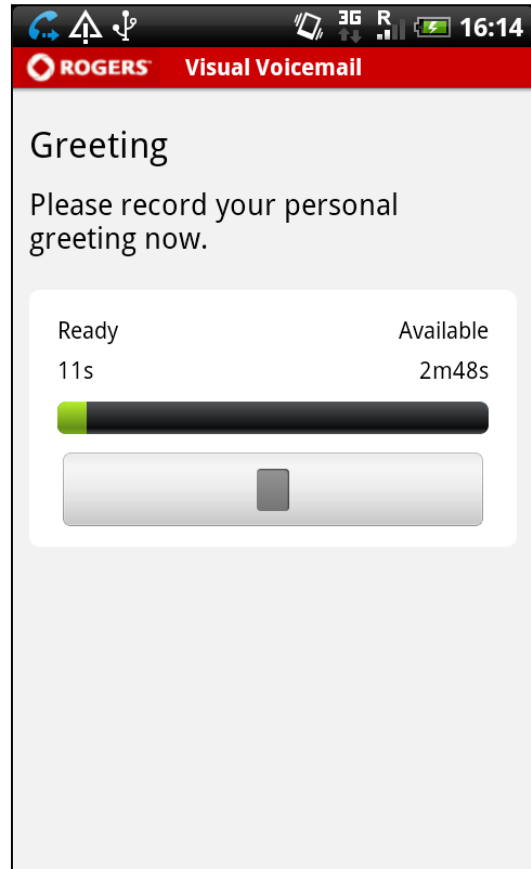


To record your personal greeting, tap the recording button once.

Before the device starts recording, an audible beep is played to let you know that recording is started.

If “default greeting” has been selected previously, this step is skipped.

## Greeting Recording Screen



The microphone icon will be replaced by a stop icon.

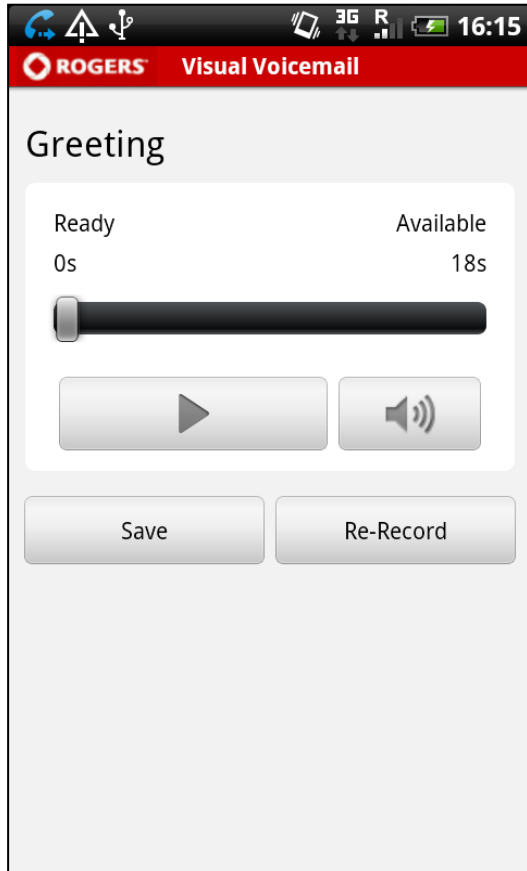
During recording you can see the elapsed and remaining time shown by a progress bar.

In addition the timers above the progress bar indicates how much of the available 180 seconds already have been used and how much time is left.

When you finish recording your personal greeting, please tap the recording button once again to stop the recording process immediately or wait until the application stops the recording process automatically.

You will be forwarded to the greeting playback screen.

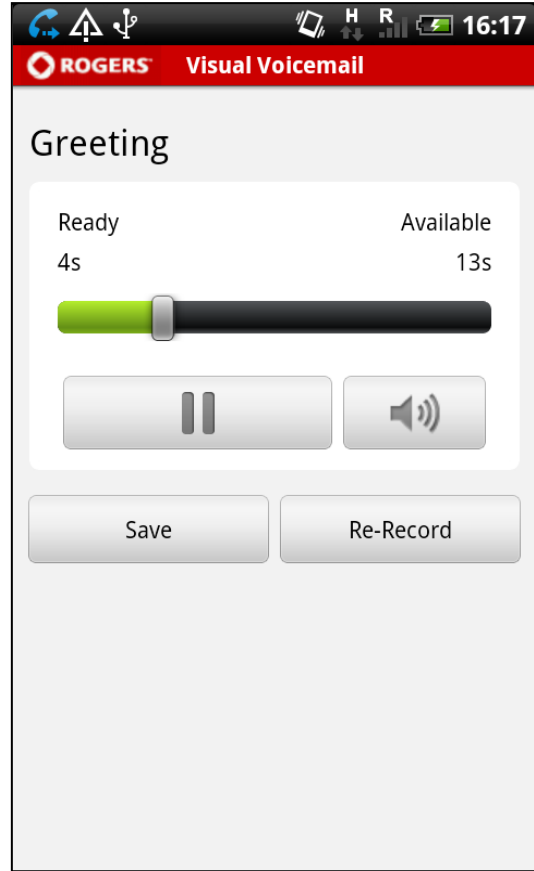
## Greeting Playback Screen



You can listen to a previously recorded greeting before activating it.

To listen to your recorded Greeting tap the "Play" button once.

## Greeting Playback Screen



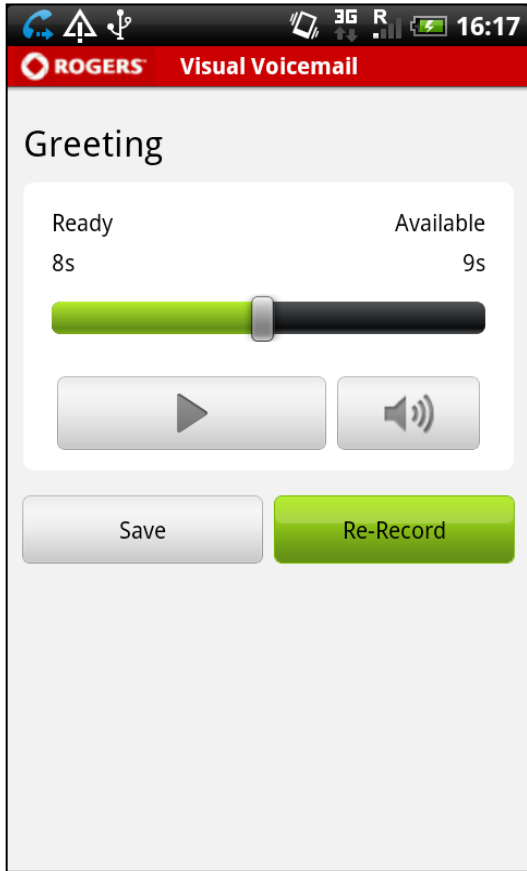
If you do so the "Play" button will be replaced by a "Pause" button that allows you to pause the playback at any point.

During playback you can see the elapsed and remaining time shown on a progress bar.

You can drag the progress bar handle to adjust the playback position in the voicemail.

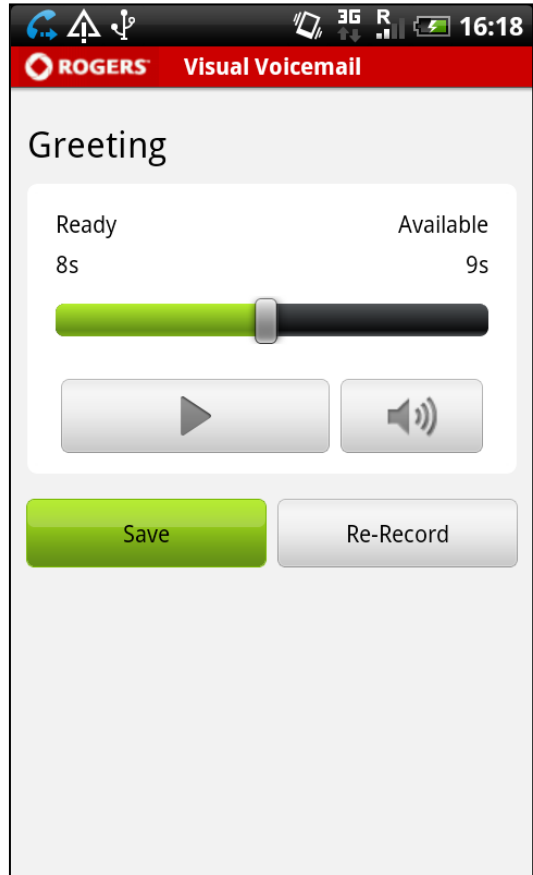
To activate or deactivate the loudspeaker of your phone tap the loudspeaker icon on the right side of your display once.

## Re-Record Greeting



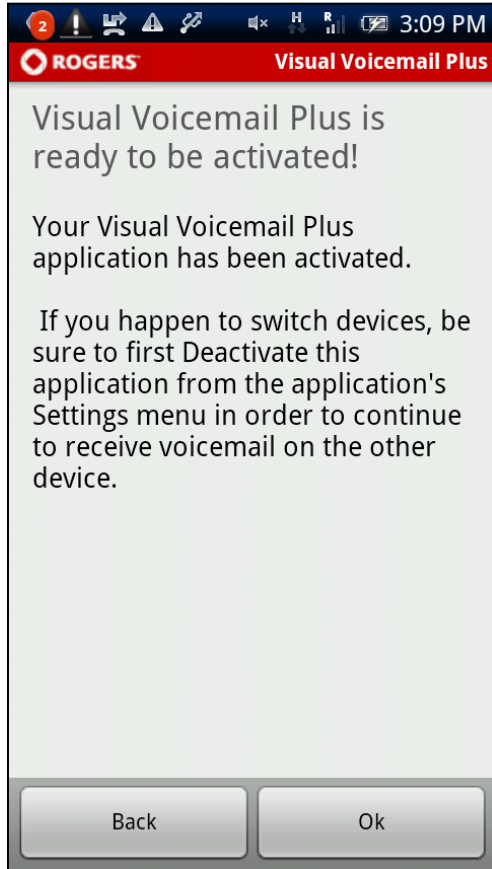
You may repeat the recording process as often as you like by pressing the "Re-Record" button until you are satisfied with your personal greeting.

## Activate personal greeting



Tap the "Save" button to confirm your recorded personal greeting.

### Final Screen



When this screen appears, you successfully completed the New User Set-up Wizard and are ready to use your visual voicemail.

By tapping the “Ok” button you will be directed to your inbox.

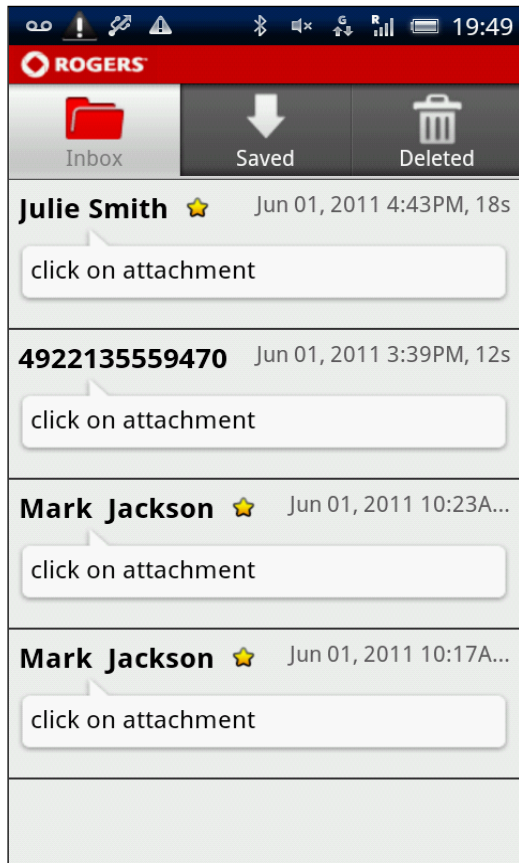
## 2 Inbox

This chapter shows you how to make changes to and organize the inboxes.

The inbox is the main screen of the Visual Voicemail Plus for Android application. The inbox screen displays all voicemails, including saved and deleted voicemails, and provides access to all relevant application menu entries. In order to distinguish between them, each of the three voicemail modes (Inbox, Saved and Deleted) is labeled with a separate icon. The “Inbox” view includes all voicemails that are not saved and not deleted, the “Saved” view displays all saved voicemails and the “Deleted” view all deleted voicemails.

### 2.1 Inboxes – Inbox, saved, deleted

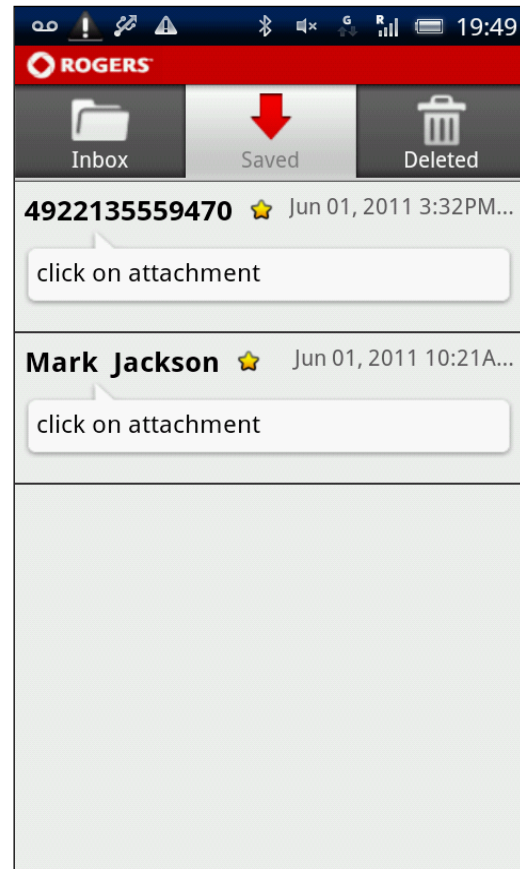
**Inbox**



This screen contains all new, unread and read voicemails including text transcription. Tapping any message in the inbox leads to a playback screen.

Once a message has been opened, it is considered as “read” but remains in this inbox until it has been saved or deleted.

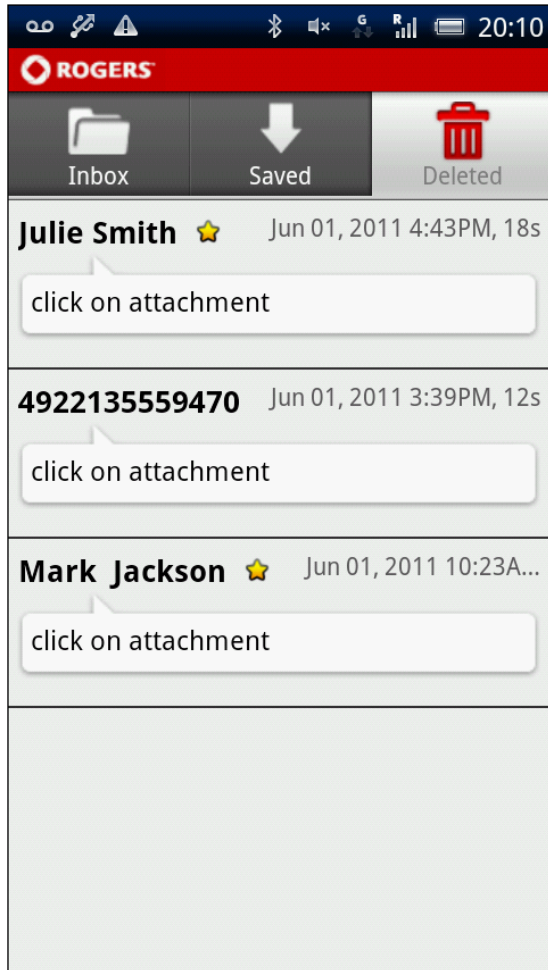
**Saved**



This screen contains all saved voicemails including text transcription.

Tapping any message in the inbox leads to a playback screen.

## Deleted



This screen contains all deleted voicemails including text transcription.

Tapping any message in the inbox leads to a playback screen.

## Voicemail status indicators

For each voicemail (irrespective of which tab contains the voicemail), the application displays:

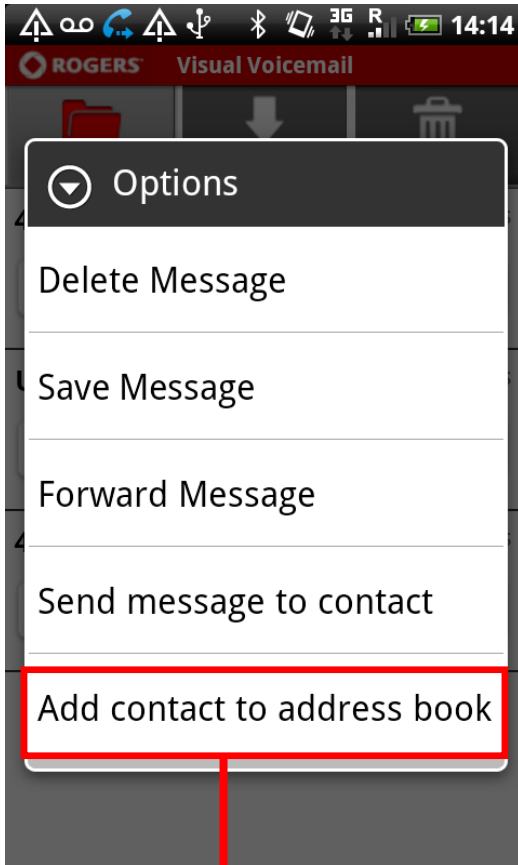
- Name of caller if recognized, otherwise the callers phone number or 'Unknown'
- Date/Time when call was received (The format of the timestamp depends on when the message was received)
  - Today: **'10:30PM'**
  - Yesterday: **'Yesterday, 10:30PM'**
  - Older: **'May 06, 2011'**
- Length of the call
  - Messages longer than one minute: **Dec 23, 2010 10:30PM, 1m40s**
  - Messages shorter than one minute: **Dec 23, 2010 10:35PM, 27s**
- The importance of the message is indicated by the colored points next to the callers name or the callers phone number
- The yellow star indicates that the message is new and unread

## Context menu

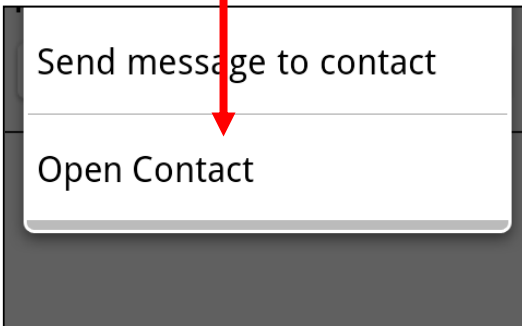
The context menus of the three inboxes are different from each other. The context menu can be accessed by pressing a finger on a voicemail until the so called long press menu pops up. For further details please read the following three corresponding subchapters.

## 2.2 Inbox

### Context Menu Unknown Caller



### Context Menu Known Caller

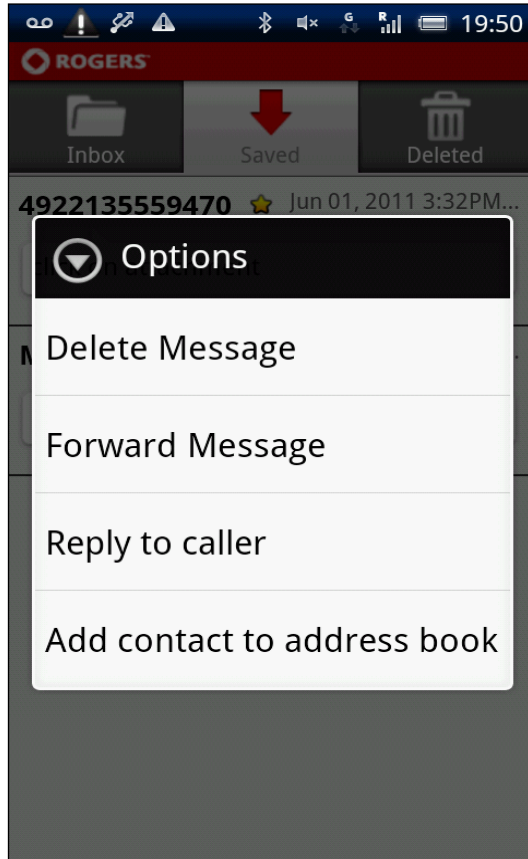


This context menu can be accessed by pressing a finger on a voicemail until the so called long press menu pops up. Select the desired option.

- If “Delete Message” is selected the message is moved to the “Deleted” tab.
- If “Save Message” is selected the message is moved to a virtual “Saved” folder and displayed in the “Saved” tab.
- If “Forward Message” is selected, you can choose to forward as SMS (text only), MMS (text + audio) or by email (text + audio).
- If “Play Message” is selected the playback screen will appear which allows you to listen to your voice message. Also, you can pause the playback, rewind the voice message to the beginning and toggle between loudspeaker and earphone.
- If “Reply” is selected, you have to choose whether you would like to send an SMS/MMS or call back the contact.
- If you want to add the contact to your phone’s address book, select “Add contact to address book”. If the contact already exists, the “Add contact to address book” entry is replaced by “Open contact”.

## 2.3 Saved

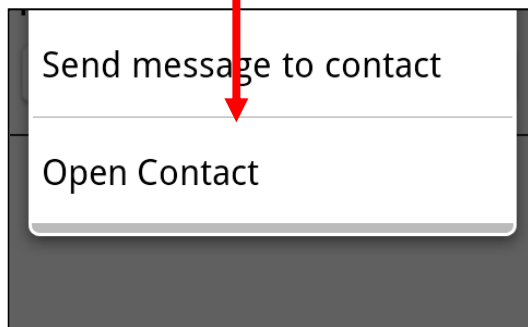
### Context Menu Unknown caller



This context menu can be accessed by pressing a finger on a voicemail until the so called long press menu pops up. Select the desired option.

- If “Delete Message” is selected the message is moved to a virtual “Deleted” folder and displayed in the “Deleted” tab.
- If “Forward Message” is selected, you can choose to forward as SMS (text only), MMS (text + audio) or by email (text + audio).
- If “Reply” is selected, you have to choose whether you would like to send an SMS/MMS or call back the contact.

### Context Menu Known caller



- If you want to add the contact to your phone’s address book, select “Add contact to address book”. If the contact already exists, the “Add contact to address book” entry is replaced by “Open contact”.

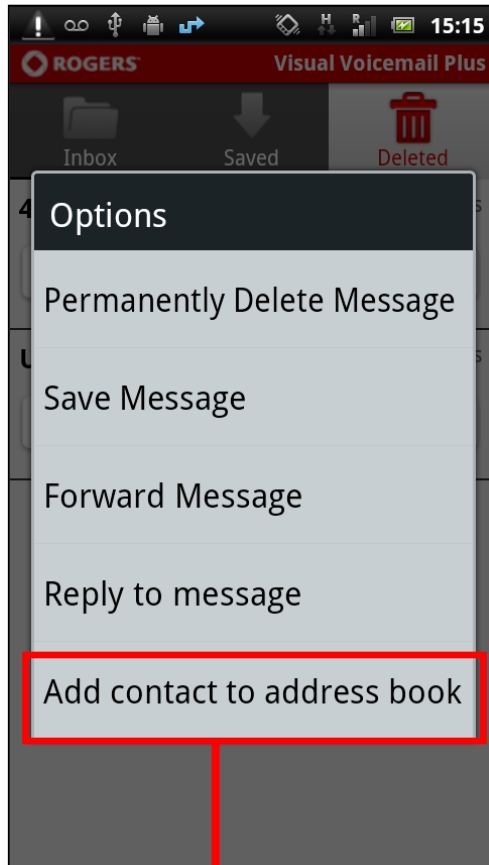


## 2.4 Deleted

The messages contained in the “Deleted” folder can be opened like all other messages, undeleted (saved locally), and permanently deleted (physically removed from the device).

You cannot move a message that has already been deleted to the Saved folder.

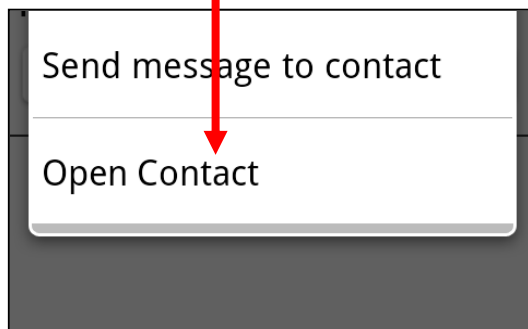
### Context Menu *unknown caller*



This context menu can be accessed by pressing a finger on a voicemail until the so called long press menu pops up. Select the desired option.

- If “Delete” is selected, the voicemail is permanently deleted.
- If “Save Message” is selected the message is moved to the “Saved” tab.
- If “Forward Message” is selected, you can choose to forward as SMS (text only), MMS (text + audio) or by email (text + audio).
- If “Reply” is selected, you have to choose whether you would like to send an SMS/MMS or call back the contact.

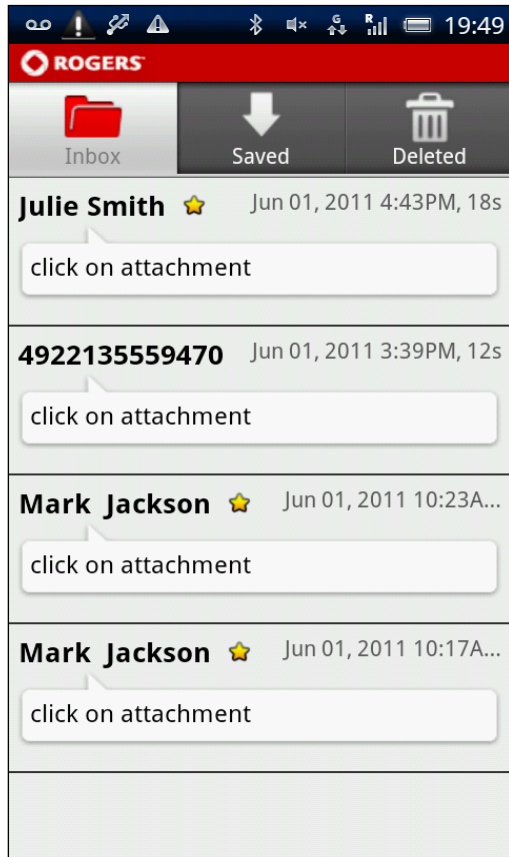
### Context Menu *known caller*



- If you want to add the contact to your phone’s address book, select “Add contact to address book”. If the contact already exists, the “Add contact to address book” entry is replaced by “Open contact”.

## 2.5 Multiple Delete

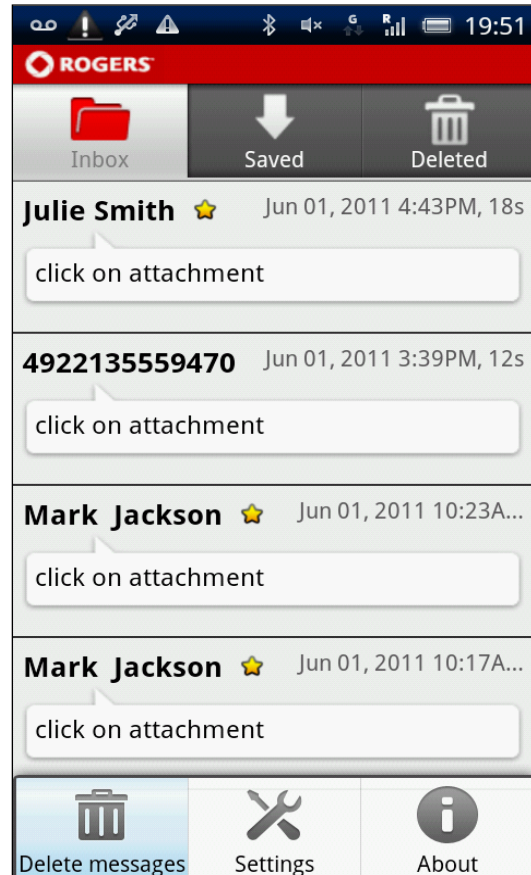
### Inbox – All



To delete multiple messages at once push the hardkey menu button of your device.

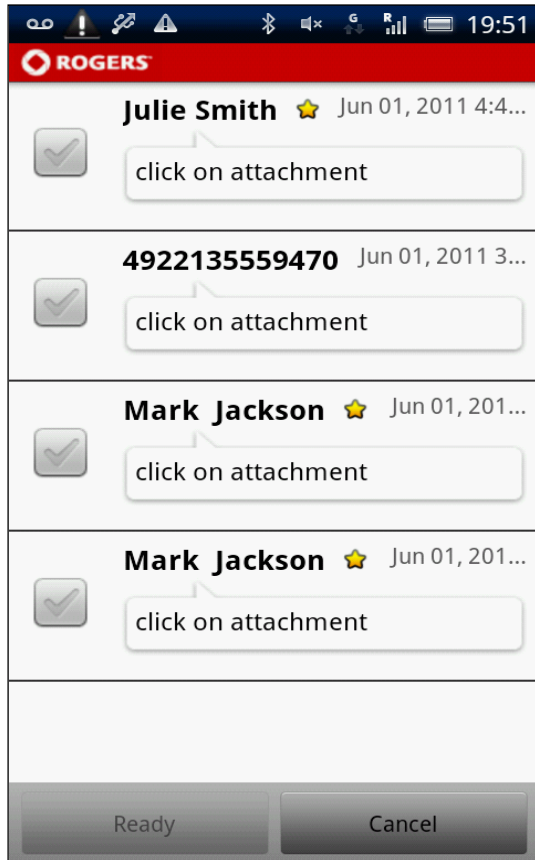
The Inbox Main Menu will pop up at the bottom of the screen as you can see on the following screenshot.

### Inbox – Main Menu



Please select “Delete messages” as shown above. The following screen will be displayed on your device.

## Selection of messages

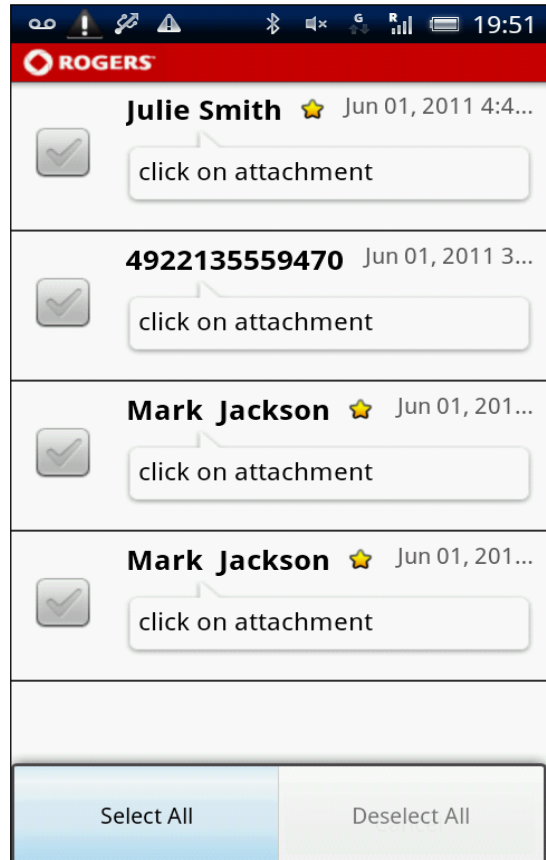


Select the messages you would like to delete by pressing the messages once. Deselect an unintentionally selected message by pressing on it once again.

Tap on "Cancel" to return to the inbox the function was launched from.

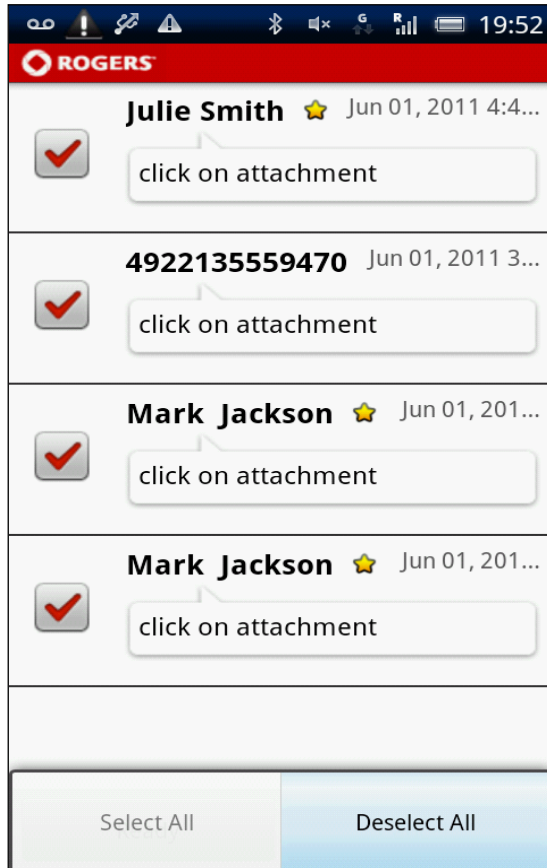
The hardkey menu button offers "Select/Deselect All" functionality.

## Select all Messages



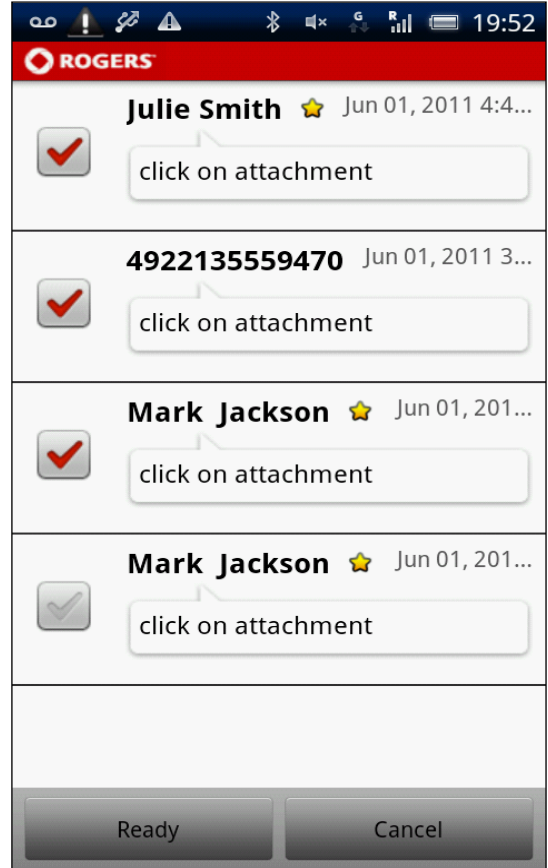
If you would like to delete all messages press the hardkey menu button of your device and press the "Select All" button.

## Deselect all messages



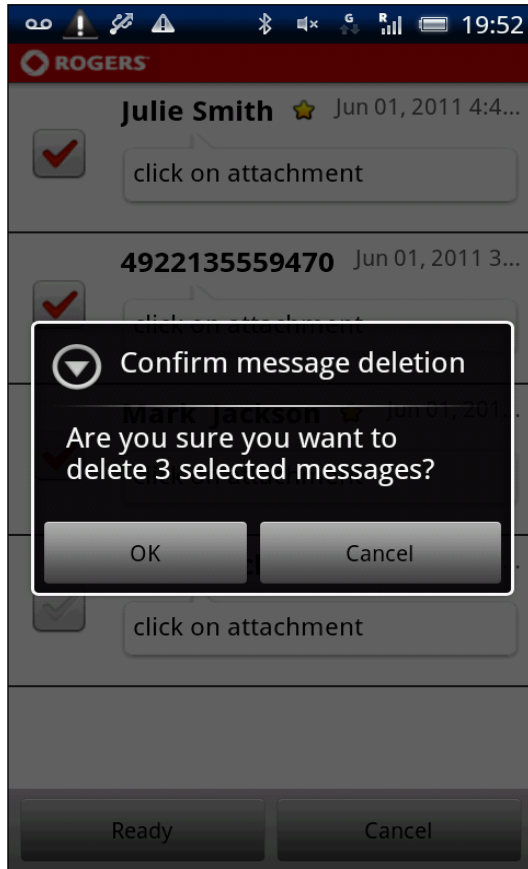
If you would like to undo the previous step press the hardkey menu button of your device once more and tap the “Deselect All” button.

## Select All



After you selected the messages you want to delete press the “Ready” button to proceed with the deletion or press cancel if you want to cancel the process.

## Deletion confirmation

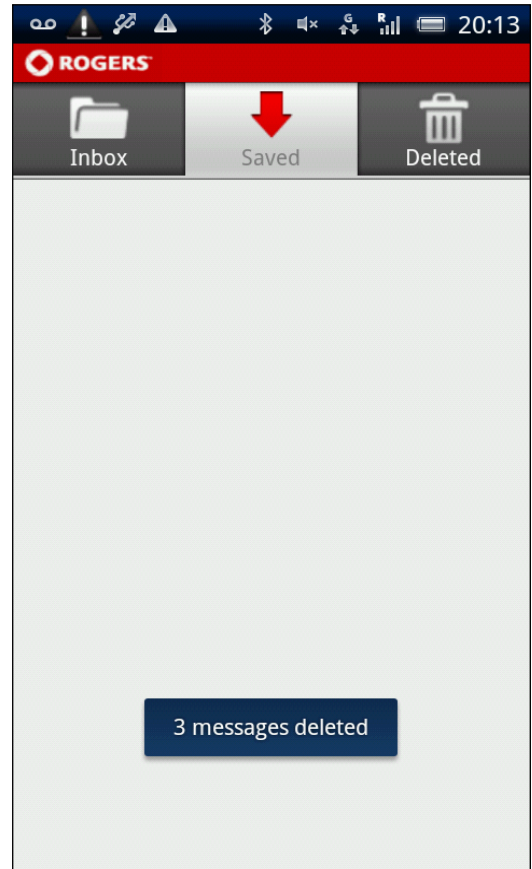


After selecting 'Ready' you are presented a confirmation dialog, allowing you to either confirm or cancel deletion.

If you confirm the deletion, the messages are moved to a virtual "Deleted" folder and displayed in the "Deleted" tab.

If you tap on "Cancel" you will get back to the previous screen.

## Confirmation Message



If the deletion was successfully executed the deleted messages should no longer be displayed in the current accessed inbox. The above shown confirmation message will appear.

## 3 Playback Screen

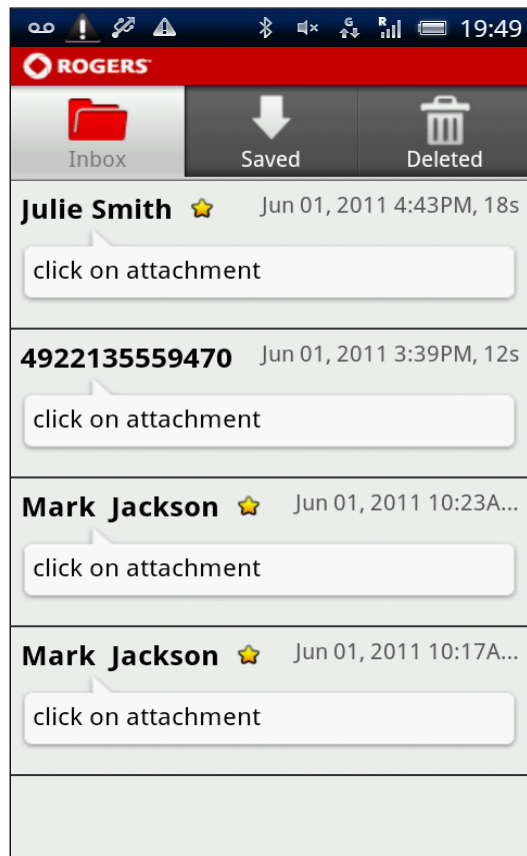
This chapter provides you with information on playing back your voicemail messages. The playback screen allows you to play back and pause the voice message, rewind the voice message to the beginning and toggle between loudspeaker and earphone.

The playback screen displays the following information:

- Name of the caller and the contact's picture (if available)
- Time and date when the message was left
- Duration of the voice message
- Size of the audio file in Kbytes, if it has not yet been downloaded.

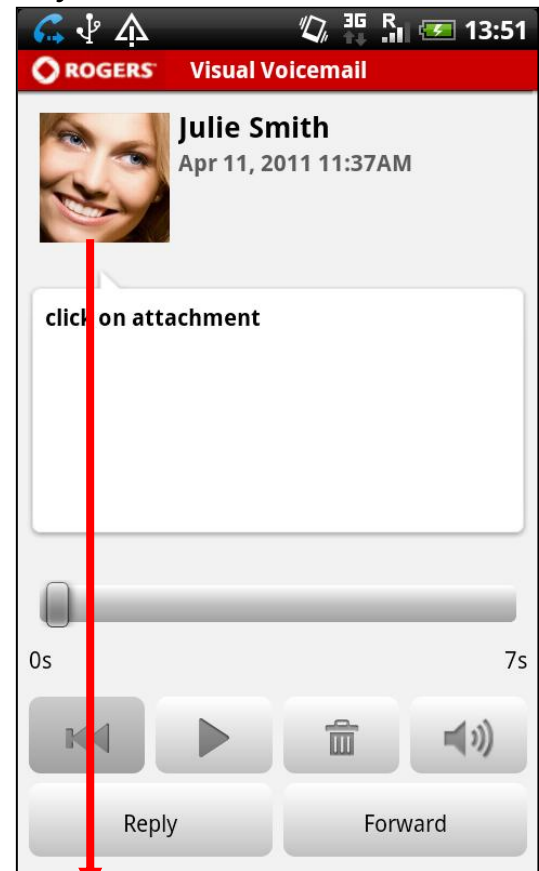
### 3.1 Voicemail Playback Menu

**Inbox – All**



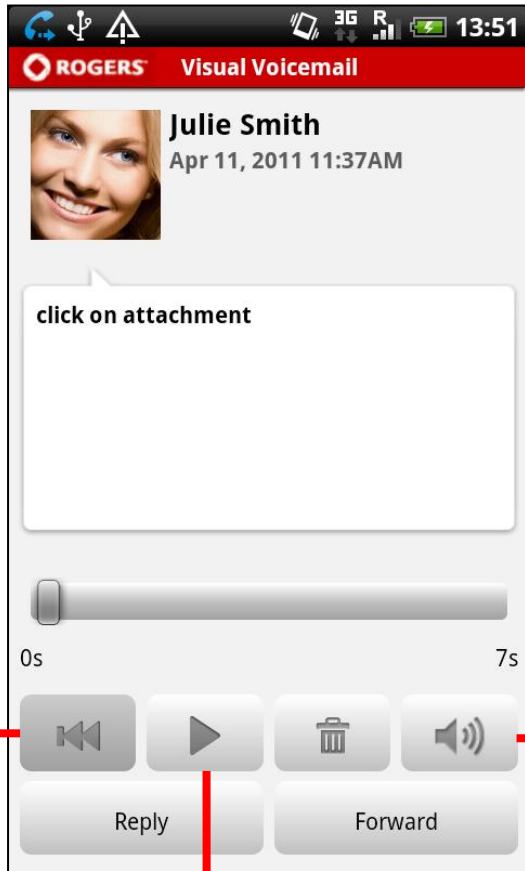
Tapping any message in the inboxes leads to the following playback screen.

**Playback Screen**



Tapping on the picture opens contact information if available, if not, the edit function appears.

## Playback Screen

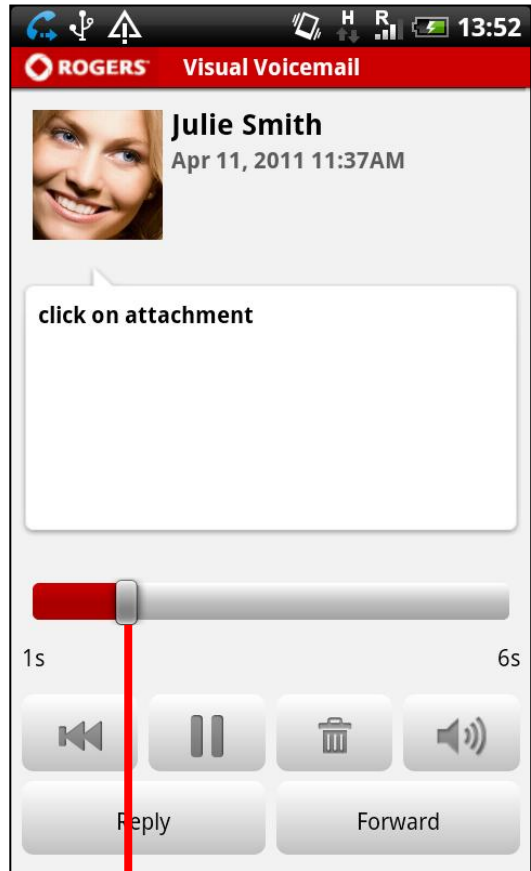


This screen allows you to play back and pause the voice message. The play button turns into a pause button if pressed and vice versa.

In addition you can rewind the voice message to the beginning and toggle between loudspeaker and earphone playback.

You can control the volume level by using the device's volume control mechanisms.

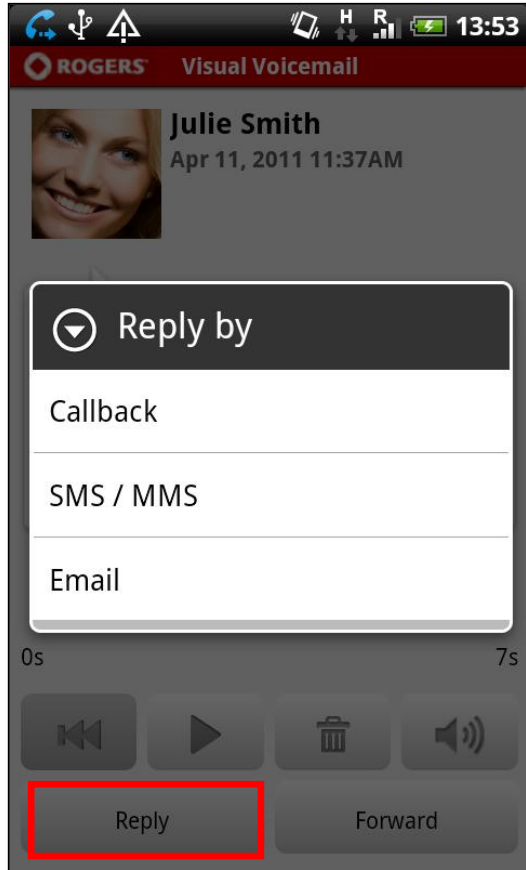
## Playback Screen during playback



During playback you can see the elapsed and remaining time displayed on a progress bar.

You can drag the progress bar handle to change the playback position in the voicemail.

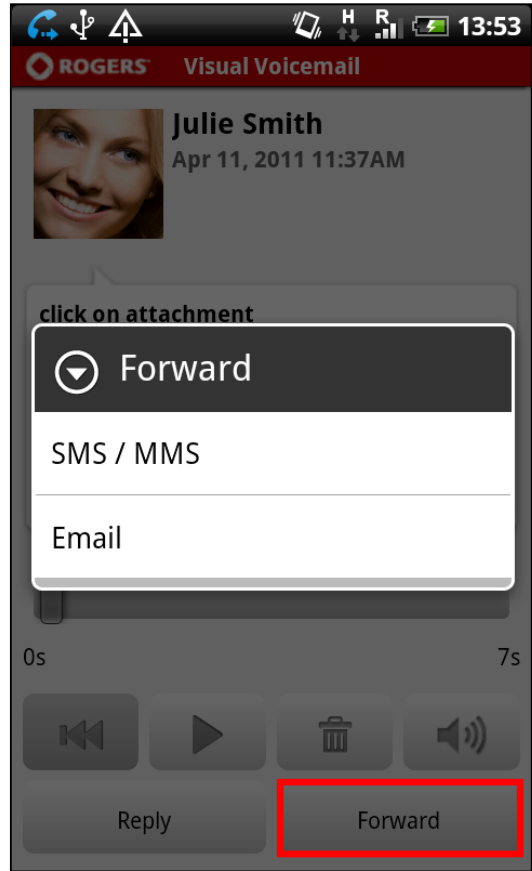
## Playback Screen – Reply



It is possible to initiate a callback, send an email or send an SMS/MMS if the caller's number is available by pressing the "Reply" button.

If the caller's identity is unknown, the Reply button is not available.

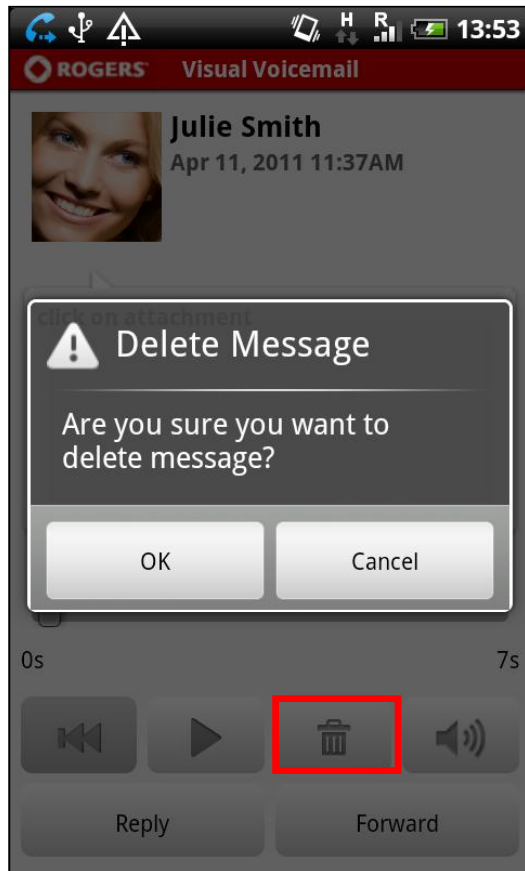
## Playback Screen - Forward



You can also forward the message via SMS (text only)/MMS (text + audio) or email (text + audio) by pressing the "Forward" button.



### Delete Message



You can delete a voicemail from the inbox via the playback screen by pressing the delete icon. After selecting 'Delete', a confirmation dialog appears, allowing you to confirm or cancel the deletion.

If you confirm the deletion, the message is moved to the "Deleted" tab.

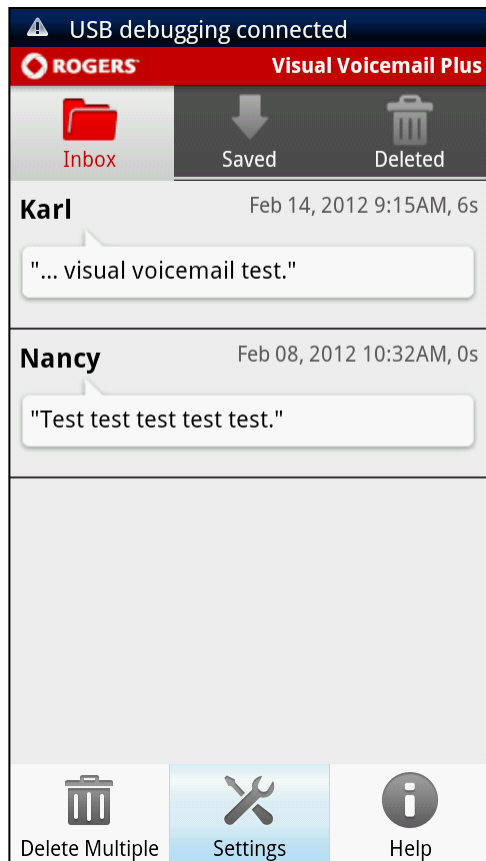
If you tap on "Cancel" you will be back on the playback screen.

## 4 Settings

To configure the settings of your Visual Voicemail Plus for Android application. You need to carry out the following easy steps:

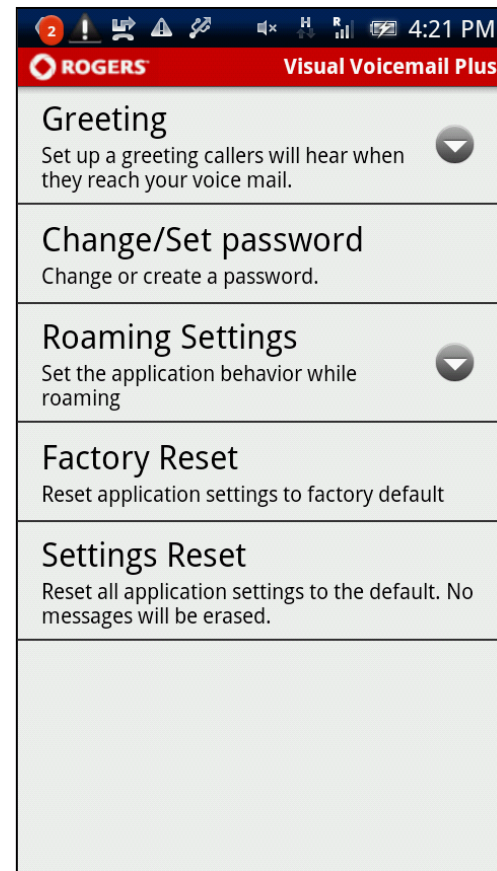
Access your inbox and press the hard key menu button of your Android device. The following screen should now be displayed on your device.

**Inbox – Main Menu**



Access the settings by tapping the settings button on the bottom of the screen.

**Settings Main Screen**

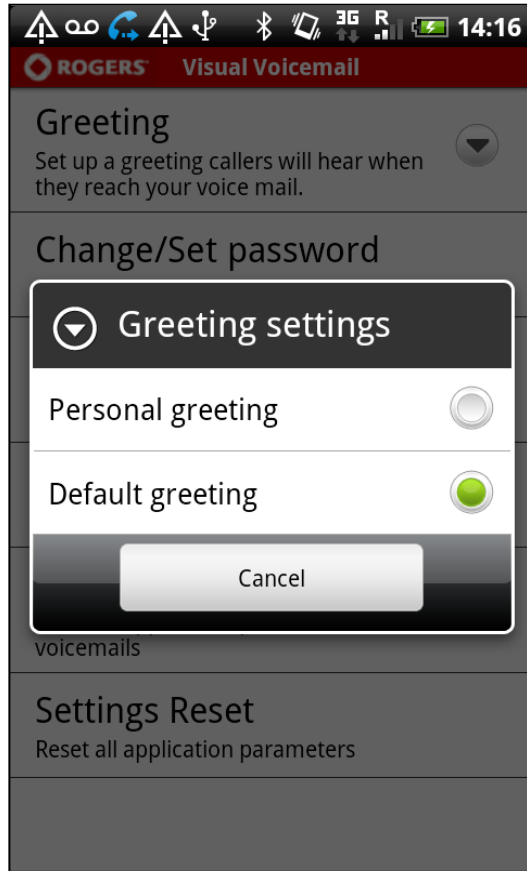


This screen offers you access to all Visual Voicemail Plus features.

## 4.1 Greeting

Setup a greeting callers will hear when they reach your voice mail.

### Greeting Settings



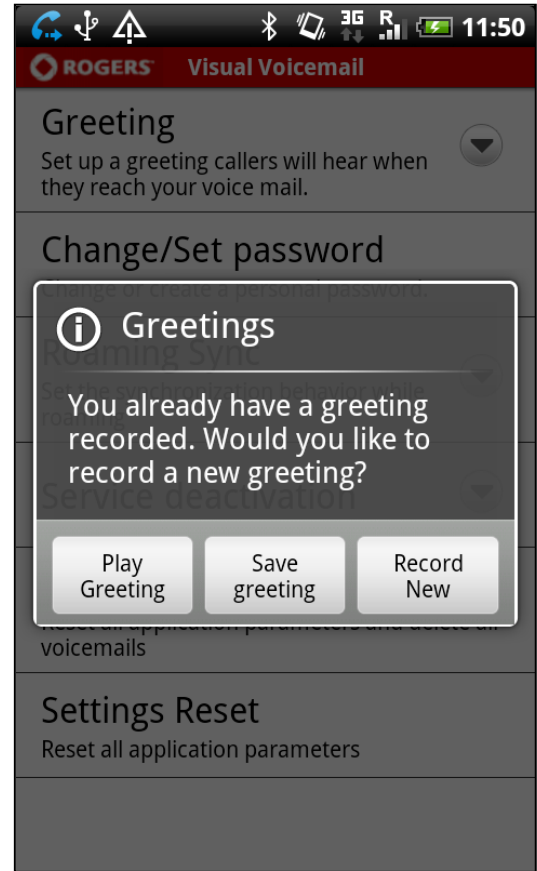
You have the choice between a personal greeting and a default greeting.

If you select default greeting your greeting will set to only state your phone number and you will then be sent back to the Settings main screen.

If you decide to have a personal greeting, you will have to record a personal greeting or activate an existing one.

If you would like to go back to the previous screen, select "Cancel".

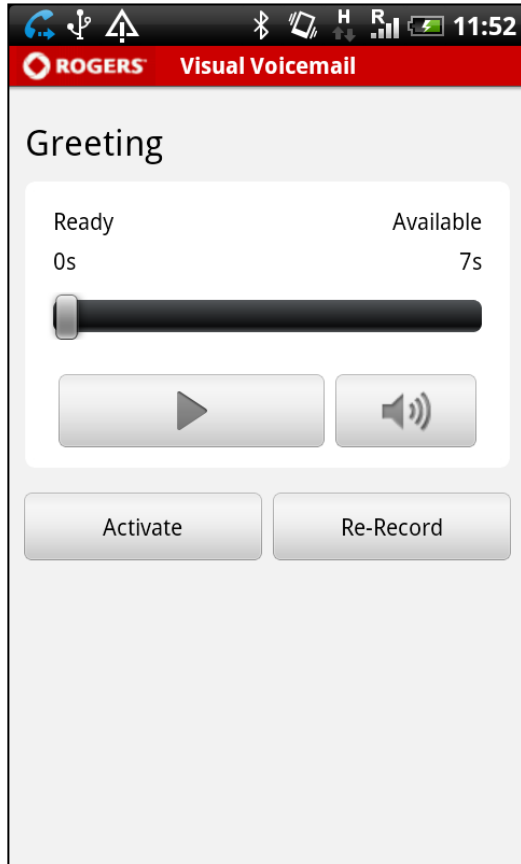
### Personal Greeting Recording



If you already have a greeting recorded, the screen shown above will appear.

If you select "Play Greeting" the following screen will appear.

### Personal Greeting Playback Screen



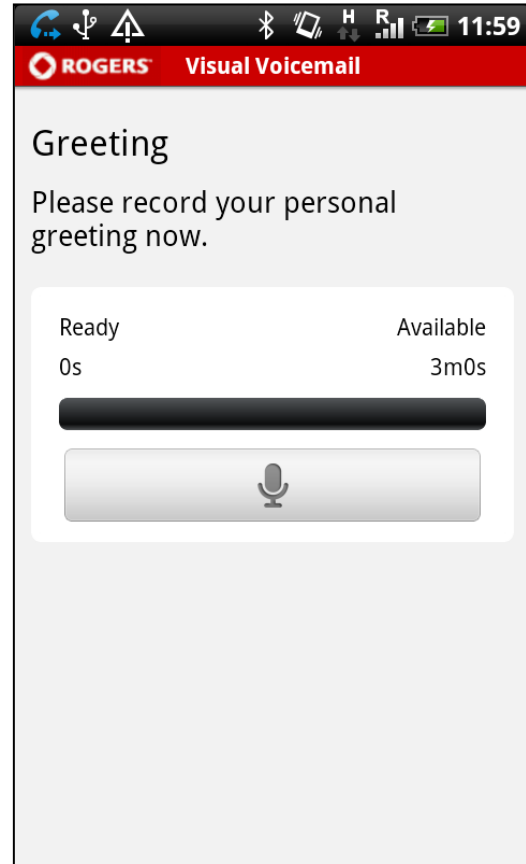
To listen to your recorded greeting, please tap the “Play” button once. If you do so, the “Play” button will be replaced by a “Pause” button that allows you to pause the playback at any point. Dragging the bar allows you to jump to the desired playback position.

To activate or deactivate the loudspeaker of your phone, please tap the loudspeaker icon on the right-hand side of your display once.

Activate the current personal greeting by tapping the Activate button or record a new personal greeting by tapping the Re-Record button.

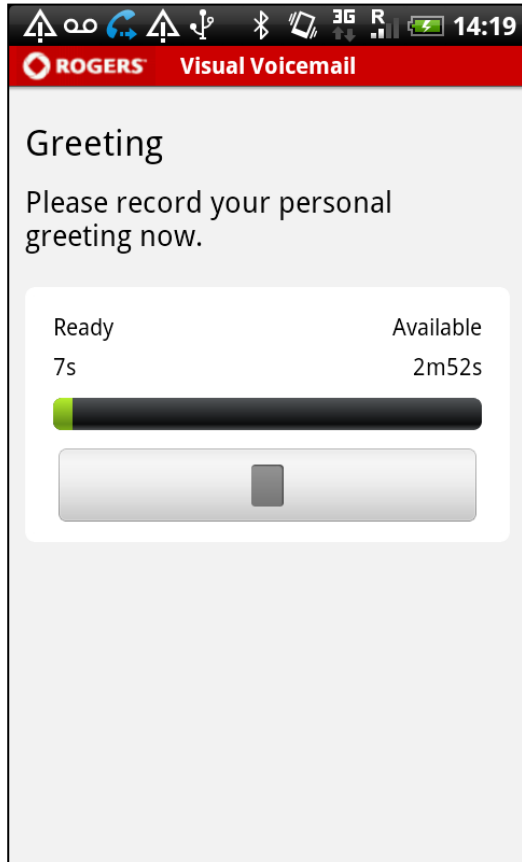
If you have chosen “Record New” or if you select “Re-Record” in the screen shown above, the following screen appears.

### Personal Greeting Recording Process



To record your personal greeting, please tap the recording button once.

## Personal Greeting Recording Process



The recording button will be replaced by a stop button.

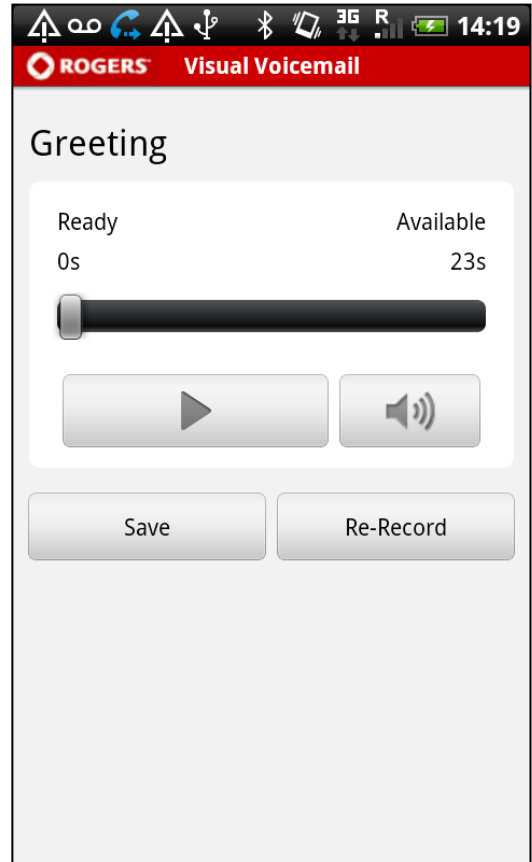
While recording, the progress bar indicates the progress by filling up gradually.

The timers above the progress bar indicate how many of the available 180 seconds have been used and how much time is left.

When you finish recording your personal greeting tap the stop button to stop the recording process.

The following screen will appear on your phone's display.

## Personal Greeting Activation



You can listen to a previously recorded greeting before activating it.

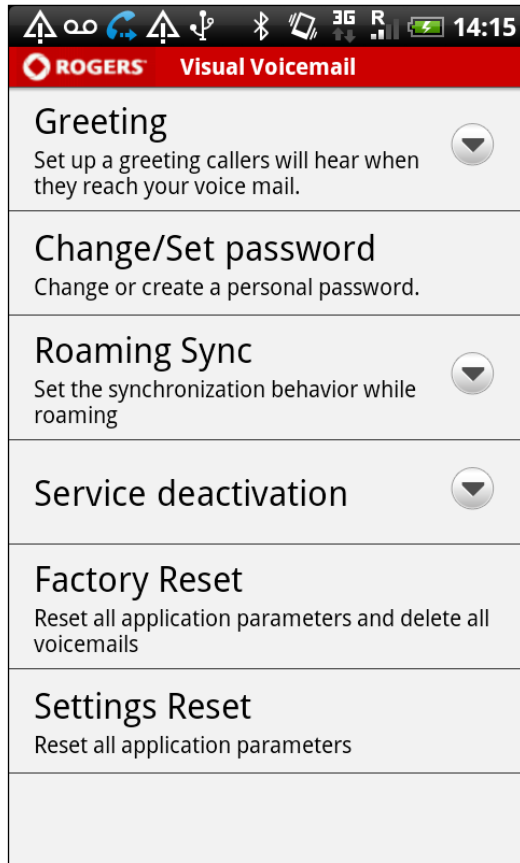
To listen to your recorded Greeting please tap the "Play" button once.

You may repeat the recording process as often as you like by pressing the "Re-Record" button until you are satisfied with your personal greeting.

Tap the "Save" button to activate your recorded personal greeting.

## 4.2 Change Password

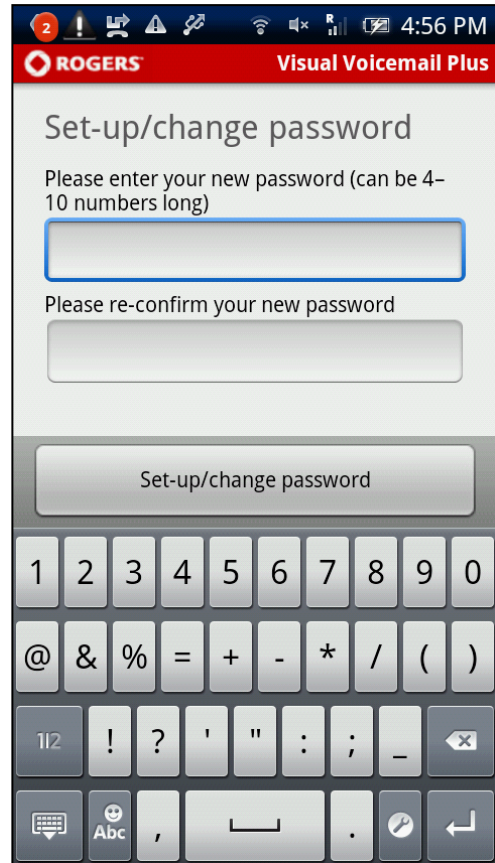
### Settings Main Screen



To change or create a personal password, press the hard key menu button of your device. Tap the Settings button from the pop-up menu on the bottom of your screen and then select Change/Set password from the menu shown above.

The following screen should now be displayed on your device.

### Change Password



Use the touch screen keyboard to enter your new personal password into the first input box. Please confirm your new password by typing it once again into the second input box.

The password must be 4 -10 numbers long.

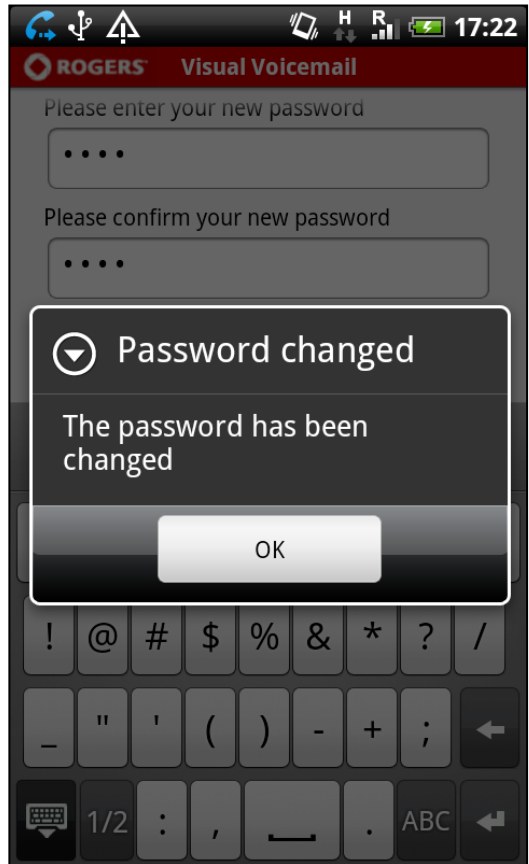
Tap the “Change password” button to save your new password.

## Password Activation Pending



While the application is communicating with the server to set the new password you will see the “password activation pending” shown above.

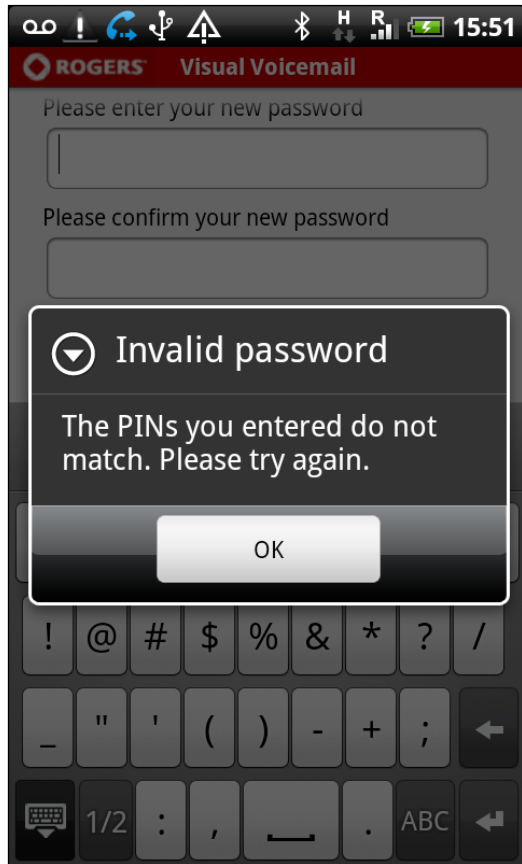
## Confirmation Password Changed



This confirmation appears when the new password has been activated on the server side.

If the new password and the confirmation input box content do not match, an incorrect current password has been entered or the password entered does not match the password requirements, one of the following dialogs will appear.

## Change Password Errors



If the new password and the confirmation input box content do not match, a dialog will pop up as shown above.

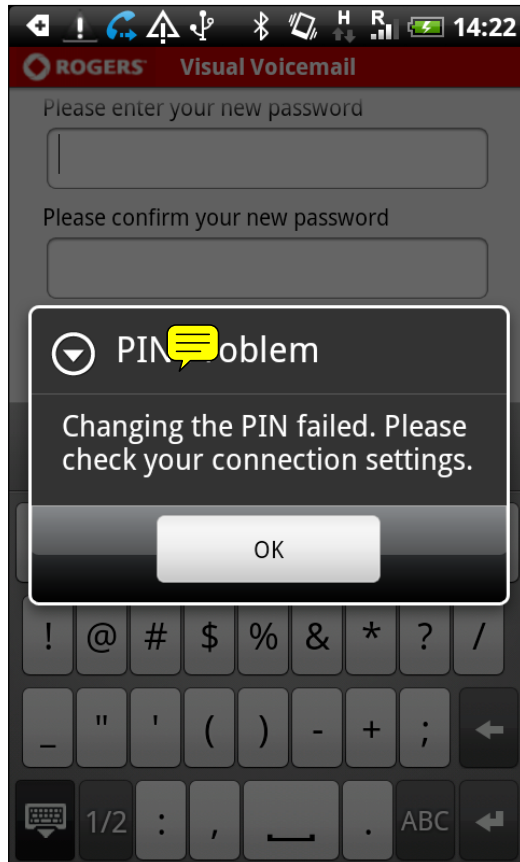
## Change Password Errors



If the new password and the confirmation input box content are too short. The dialog shown above will appear.



## Change Password Errors

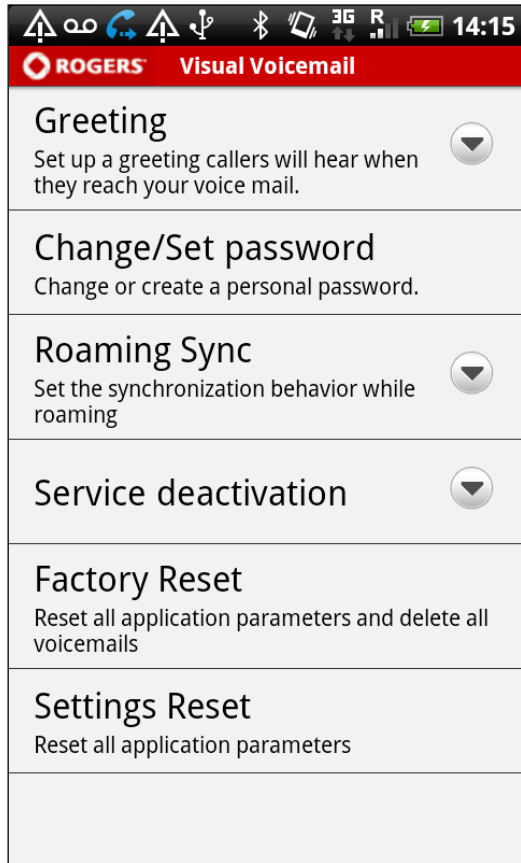


If your password could not be changed due to a connection error, the dialog shown above will pop up.

Please check your connection settings or try again later.

## 4.3 Roaming Behaviour

### Settings Main Screen

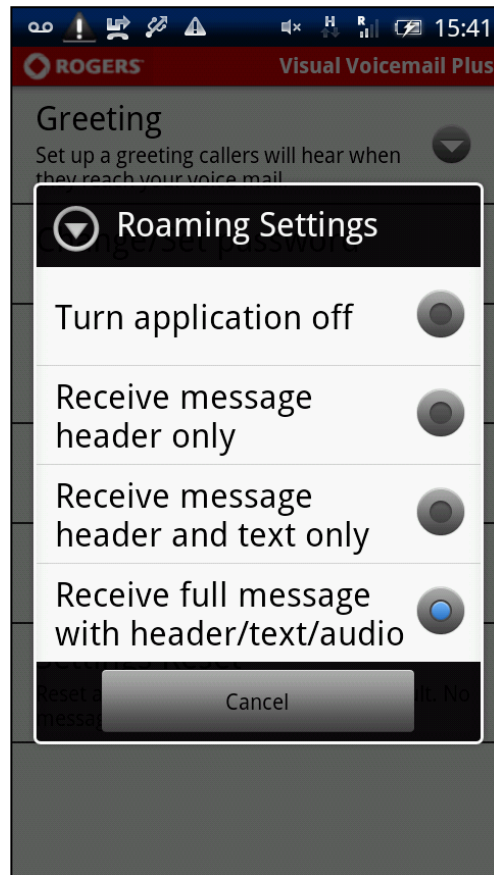


With the Visual Voicemail Plus application you can control your data usage when you roam off the Rogers network.

To define your setting while roaming press the hard key menu button of your device and select the corresponding menu entry as shown on the screenshot.

The following screen should now be displayed on your device.

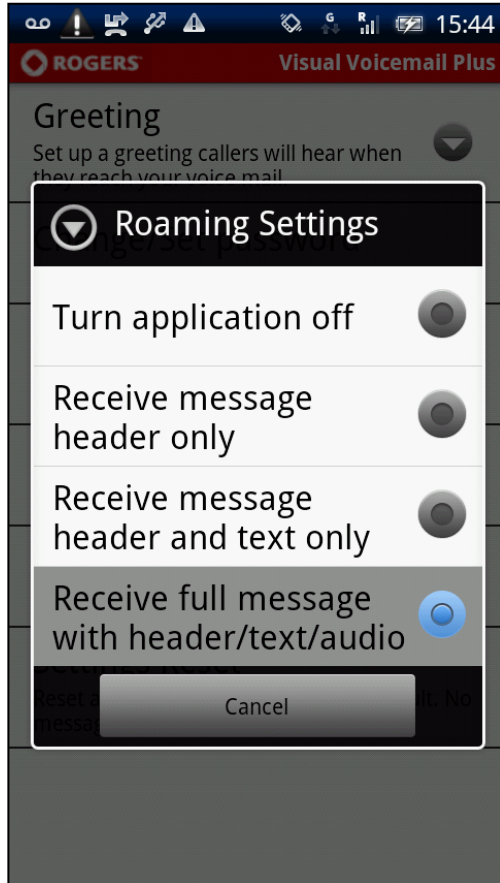
### Roaming Menu



You have to choice between the options shown above.

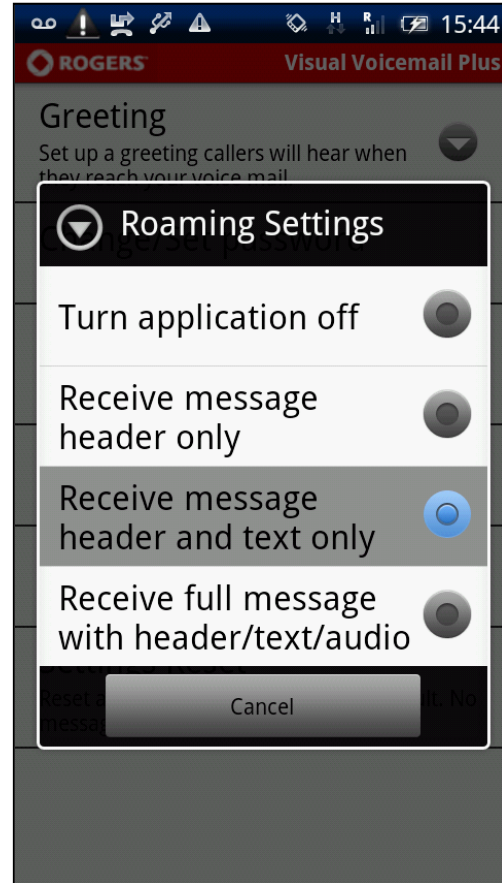
By tapping “Cancel” you return to the Settings main screen.

## Receive full message with header/text/audio



This is the default setting. The application works as it would in the home network. However an unintrusive notification is shown to keep you aware of roaming situation and additional costs.

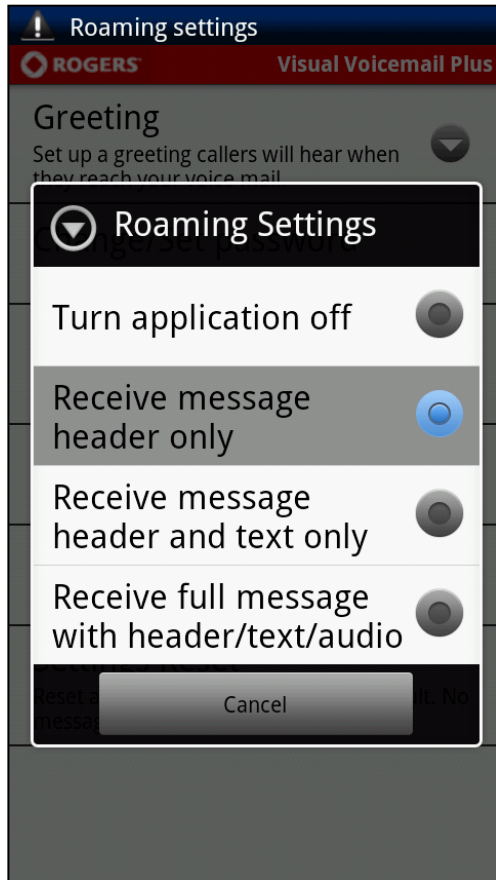
## Receive message header and text only



In this mode only the text part of the message is downloaded and displayed. You can download the related audio part for any message manually.

On return to your home network all missing audio messages will be downloaded to the device automatically and the application will automatically deactivate your roaming settings and work as it normally would on the Rogers network.

## Receive message header only

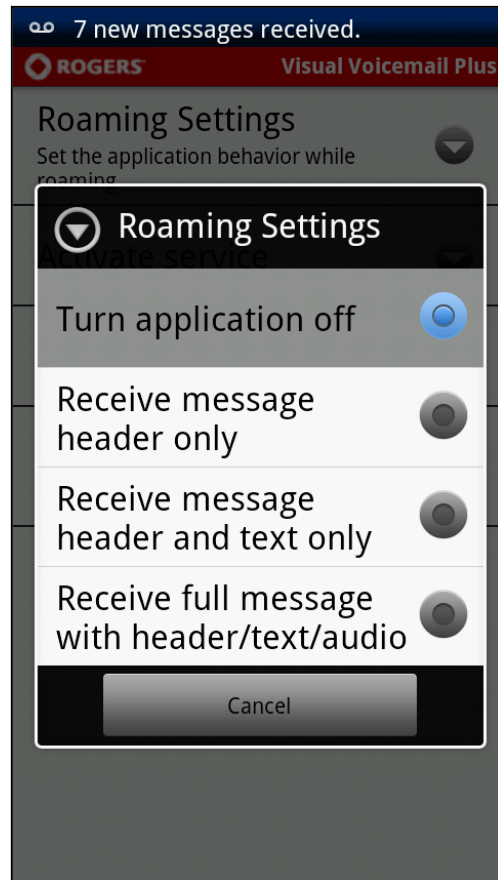


Only the message header will be downloaded automatically, containing information about the voicemail sender, length, and time stamp.

The text transcription and the audio file remain on the server as long as the device is roaming unless you request the download manually.

When the device enters the home network after roaming, all missing message parts will be downloaded automatically and the application will automatically deactivate your roaming settings and work as it normally would on the Rogers network.

## Turn application off



The application will not download any messages. An unintrusive notification is shown to remind you and give you the opportunity to easily call your voicemail.

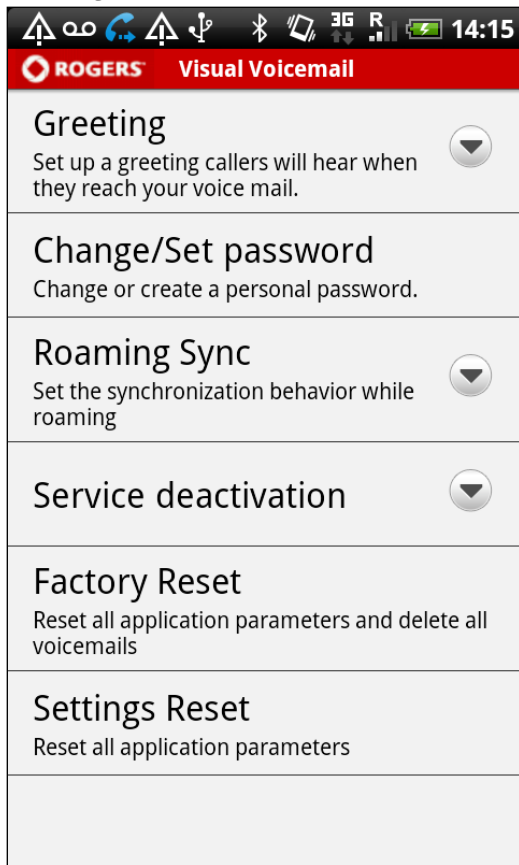
When the application detects the end of the roaming situation, it performs a full synchronization and the application will automatically deactivate your roaming settings and work as it normally would on the Rogers network.

## 4.4 Service de-activation

Deactivating your service will stop your application from working until you Activate Service again. You'll need to deactivate your service if you are switching your wireless service to another phone or you will not be notified of new voicemail messages on the other phone.

If you deactivate you will only turn the application off and you will not be unsubscribed from the service (i.e. you will still be charged for the service subscription). If you wish to unsubscribe from the service please call Rogers. When you deactivate your service you will start to receive the new voicemail notifications on your device home screen instead of in the application and you will need to press and hold 1 to check your voicemail messages.

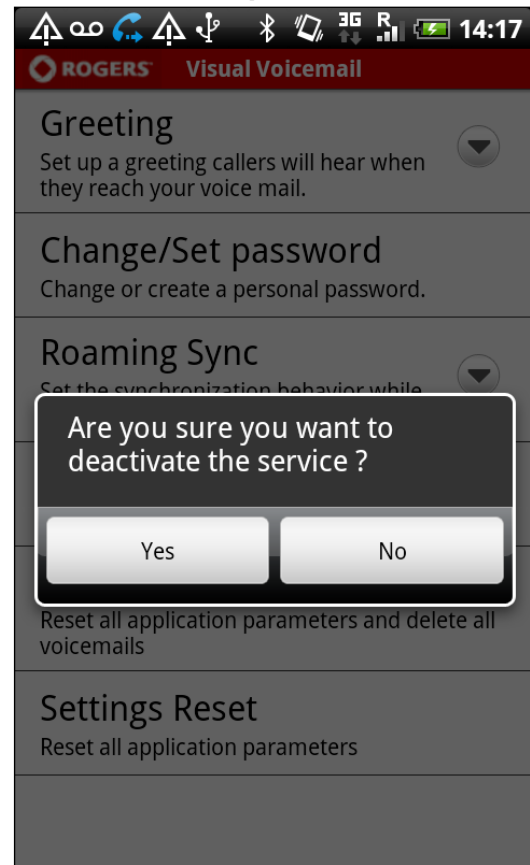
### Settings Main Screen



To deactivate the service you have to push the hard key menu button of your device.

Tap the Settings button from the pop-up menu on the bottom of your screen and then select Service deactivation from the menu shown above. The following screen will appear.

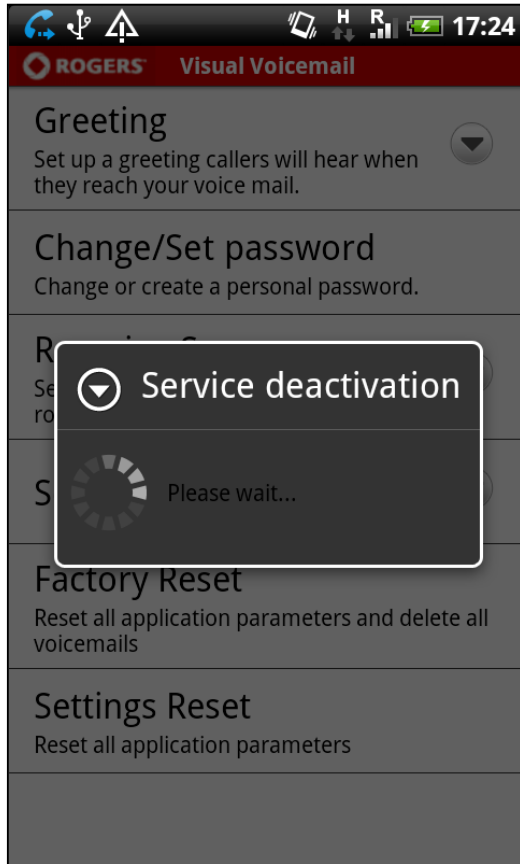
### Confirmation Request



If you are sure that you want to deactivate the service select "Yes" to proceed with the service deactivation.

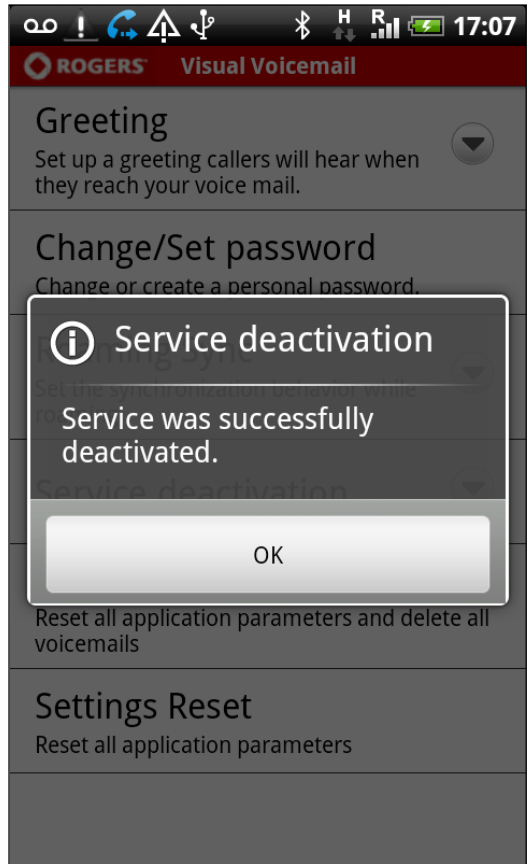
By tapping "No" you will return to the Settings main screen.

## Service Deactivation Pending



While the application is communicating with the server to deactivate the service, you will see the “service deactivation pending” shown above.

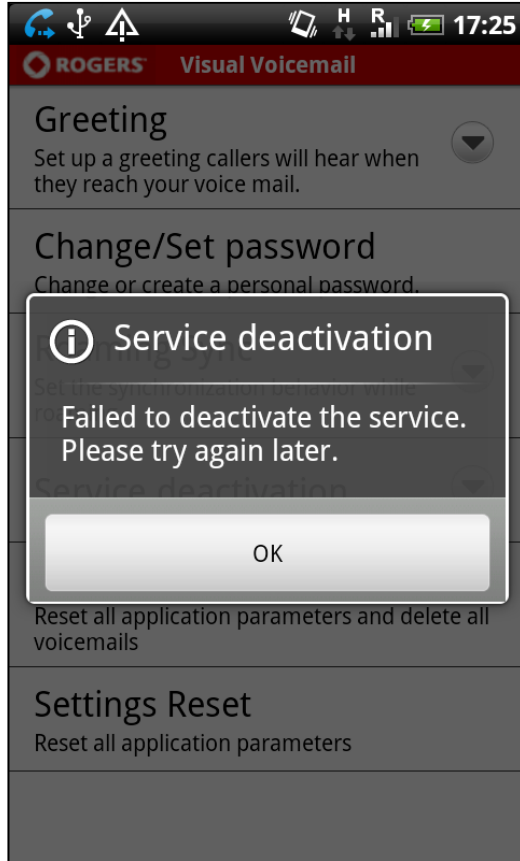
## Confirmation



The confirmation message shown above appears if the service is successfully deactivated.

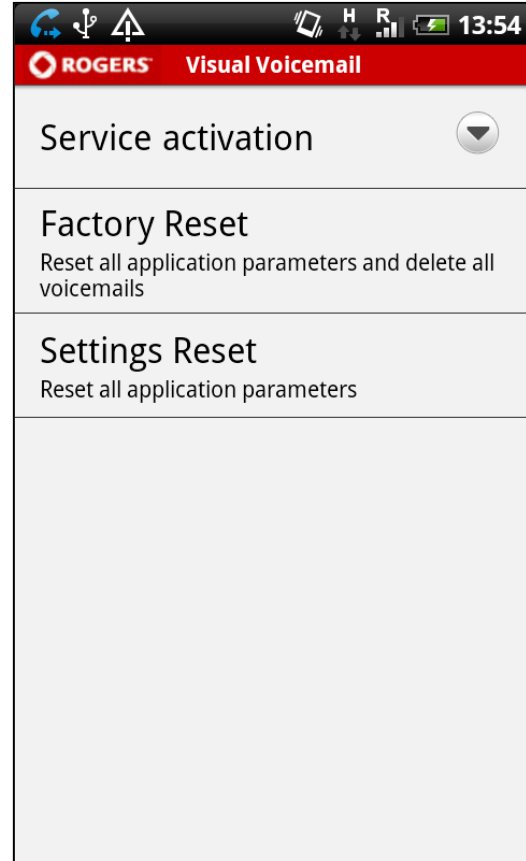
Tap “OK” to return to the Settings main screen.

## Service Deactivation Error



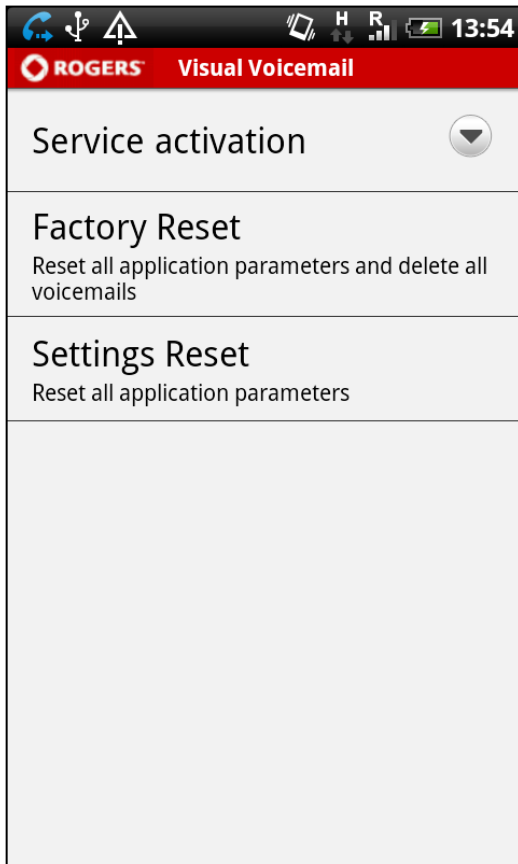
If the service deactivation is not successful, the error message shown above will appear.

## Settings after Deactivation



After the service is deactivated, some of the settings items (Greetings, Set/Change Password, Roaming Sync) will disappear until the service has been reactivated. Only the settings items shown above (Service activation, Factory Reset and Settings Reset) will remain available.

## Service Activation

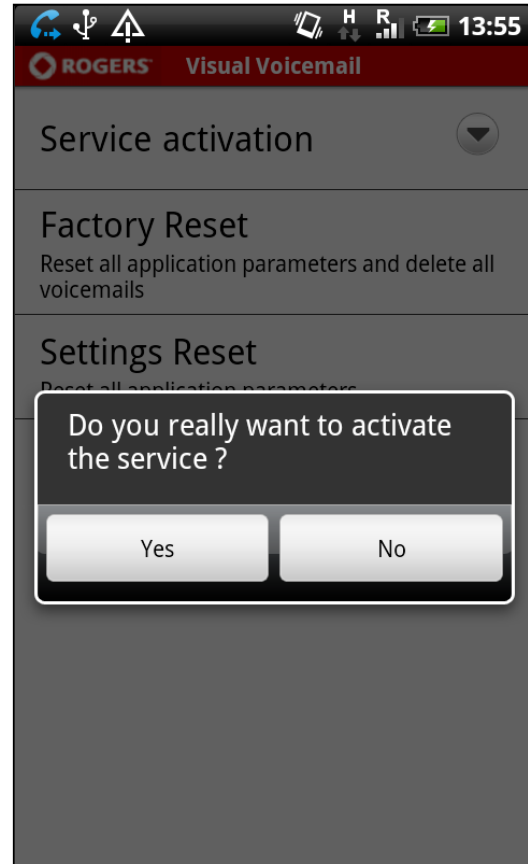


If you want to activate your service, press the hard key menu button of your device.

Tap the Settings button from the pop-up menu on the bottom of your screen and then select Service activation from the menu shown above.

The following screen should now be displayed on your device.

## Confirmation Request

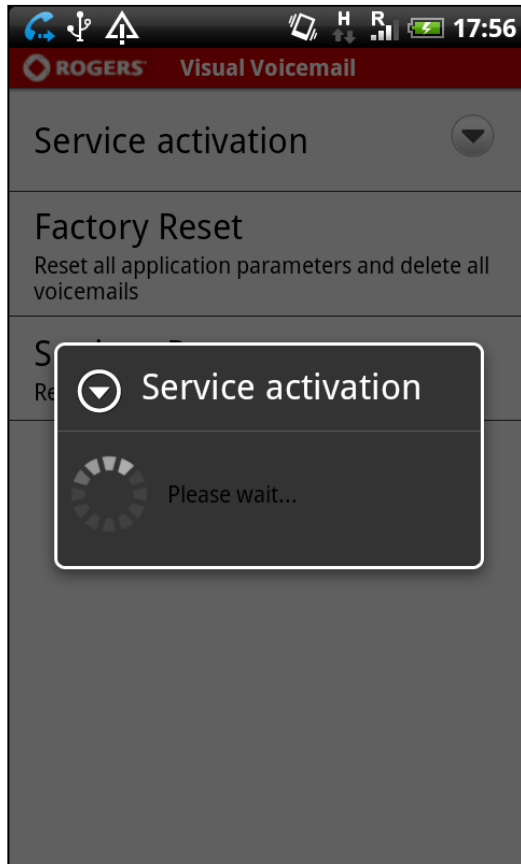


If you are sure that you want to activate the service, select "Yes" to proceed with the service activation.

By tapping "No", you will return to the Settings main screen.

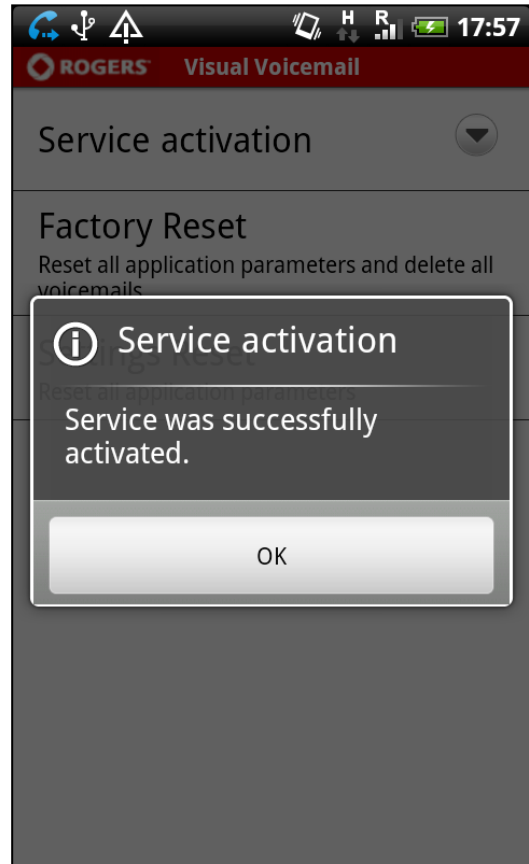


## Service Activation Pending



While the application is communicating with the server to activate the service, you will see the service activation pending shown above.

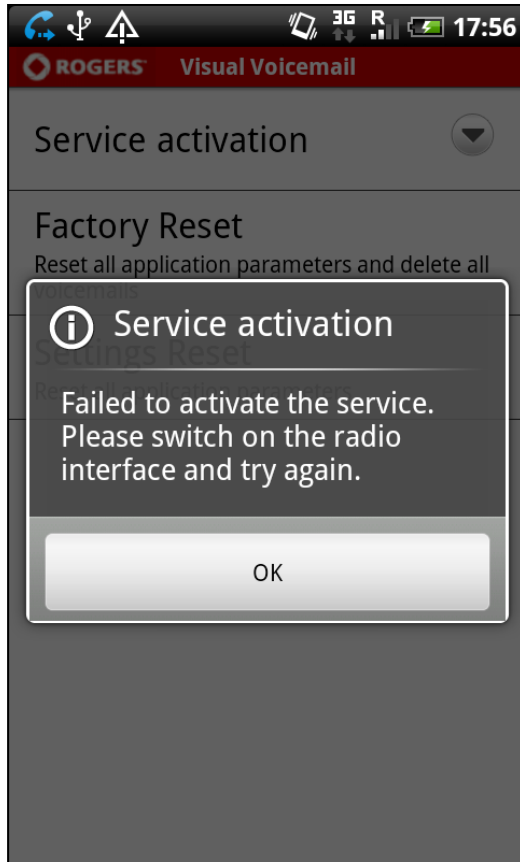
## Confirmation



The confirmation message shown above appears if the service is successfully activated.

Tap "OK" to return to the Settings main screen.

## Service deactivation error



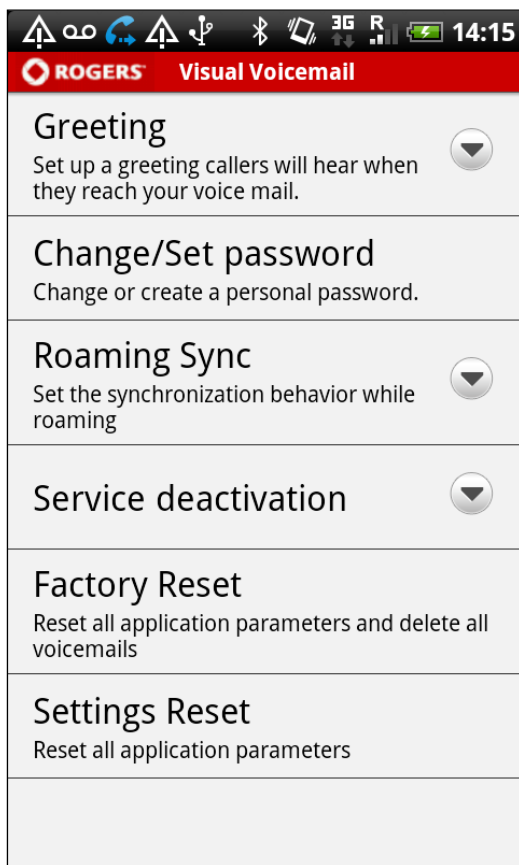
If the service activation was not successful, the error message shown above will appear.

## 4.5 Factory Reset

A Factory Reset will reset all application settings and also permanently delete all deleted and saved voicemails from your application and device (inbox messages will be kept and reloaded into the application once reset).

You will need to perform a Factory Reset if you plan to permanently give your device to another user, or if you are instructed to do so by Rogers Customer Care.

### Settings Main Screen

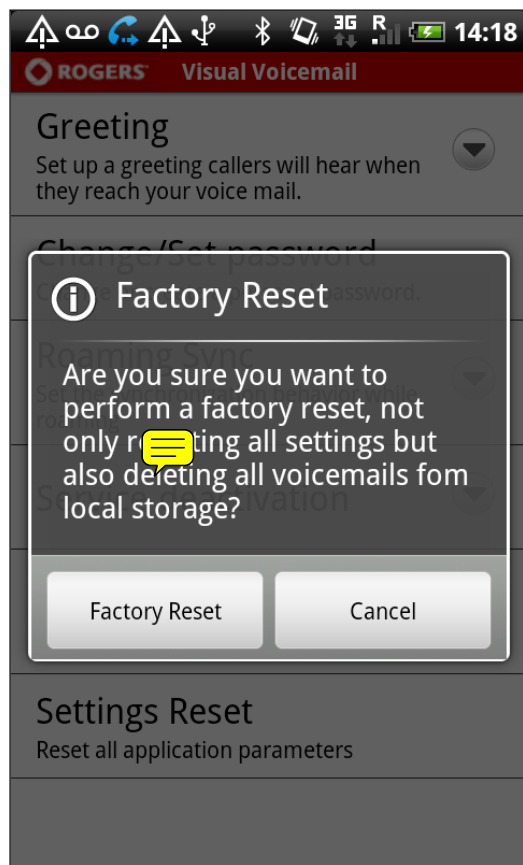


To reset all application parameters and delete all voicemails press the hard key menu button of your device.

Tap the Settings button from the pop-up menu on the bottom of your screen and then select Factory Reset from the menu shown above.

The following screen should now be displayed on your device.

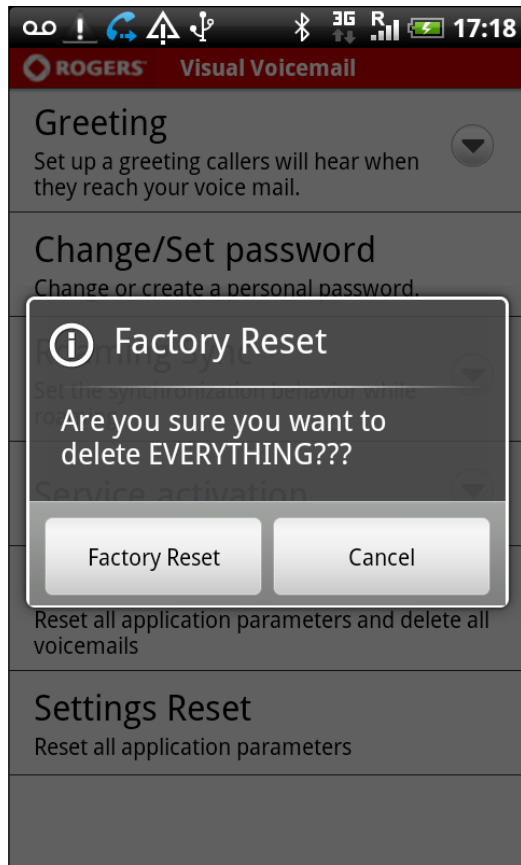
### First confirmation request



If you are sure that you want to perform a factory reset proceed by tapping "Factory Reset" once.

By selecting "Cancel" you will return to the Settings main screen.

## Second Confirmation Request

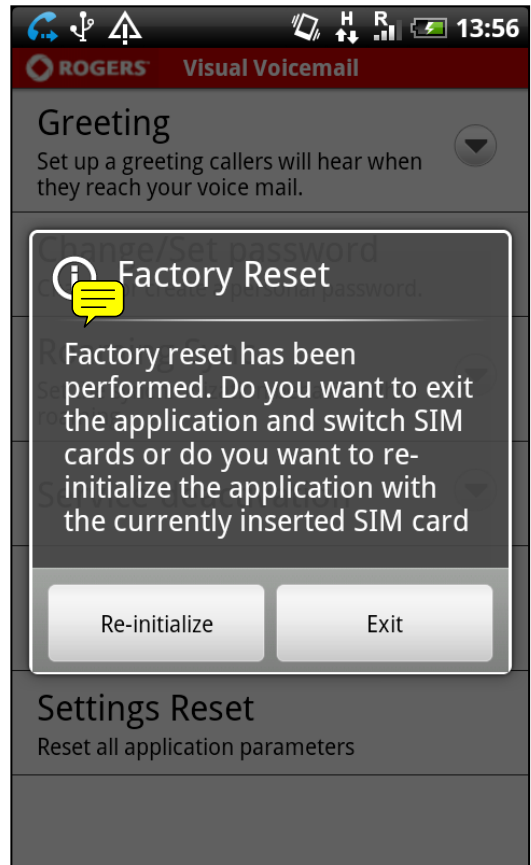


To make sure that you didn't select Factory Reset unintentionally, you are asked once again to confirm the desired Factory Reset.

Tapping "Factory Reset" resets all application parameters and deletes all voicemails.

By tapping "Cancel" you will return to the Settings main screen.

## Confirmation Factory Reset



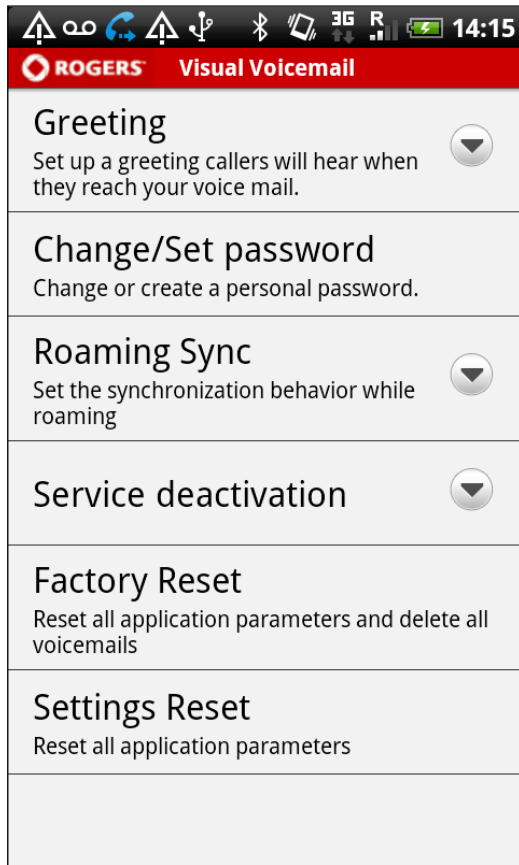
If you chose to proceed with the Factory Reset the confirmation message shown above will appear.

You have to choose whether you wish to close the application to switch SIM cards or re-initialize the application with the currently inserted SIM card.

## 4.6 Settings Reset

A Settings Reset will reset all the application settings to the factory default. Performing a Settings Reset will not impact any of your messages.

### Settings Main Screen

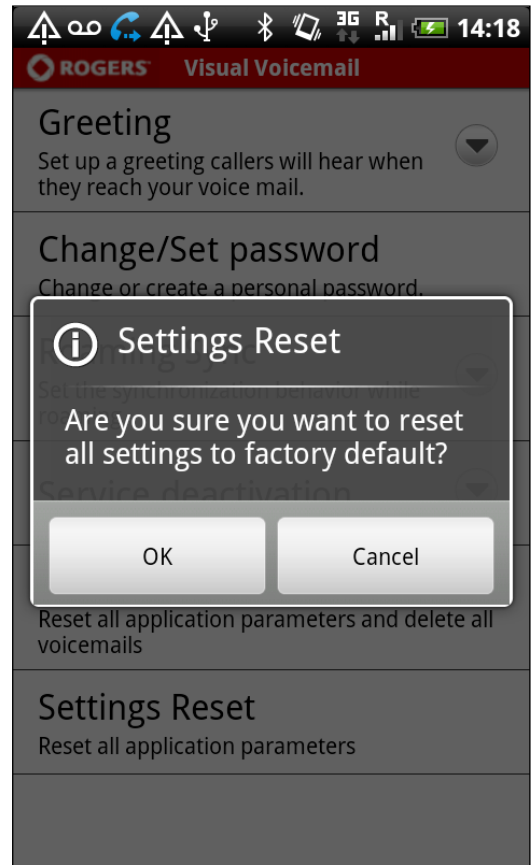


To reset all application parameters press the hard key menu button on your device.

Tap the Settings button from the pop-up menu on the bottom of your screen and then select Settings Reset from the menu shown above.

The following screen should now be displayed on your device.

### Confirmation Request



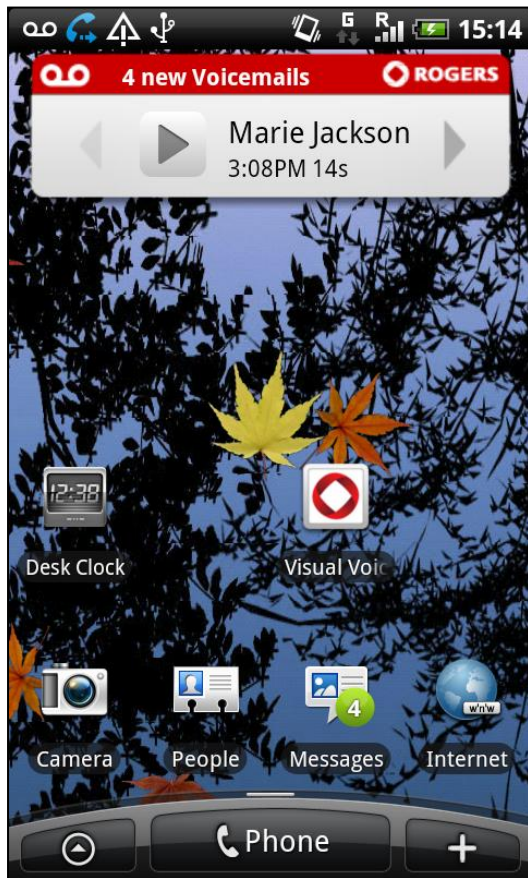
If you are sure that you want to reset all settings to factory default, tap the "OK" button to proceed.

By tapping "Cancel" you will return to the Settings main screen.

## 5 Home Screen Widget

The Visual Voicemail application supports a home screen widget, which will provide a miniature view of the voicemails without launching the actual application. The home screen widget is periodically updated automatically and you are able to add/remove it from your home screen at will. It consists of a status header bar and a slot for new voicemails. The status bar displays the number of new voicemails. In addition the name or phone number and the date of the voicemail are displayed.

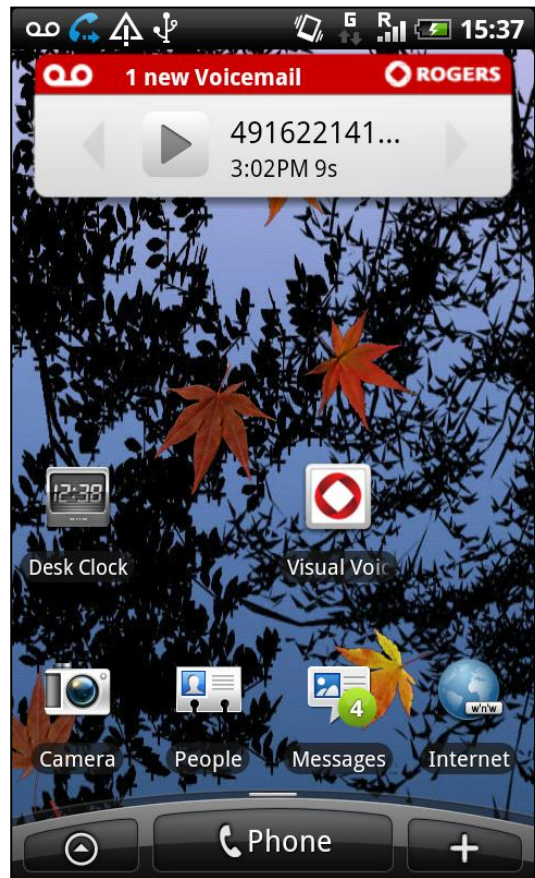
**New Messages Known Caller**



If new Voicemails are available the status bar will display the number of new voicemails. If the caller is recognized the Home screen widget provides you with the caller's name, the length of the voicemail message and the date/time it was received.

By clicking on it, you will be immediately directed to the playback screen and the respective voicemail will be played. Pressing on the arrows allows you to jump between any new voicemails.

**1 Message Unknown Caller**

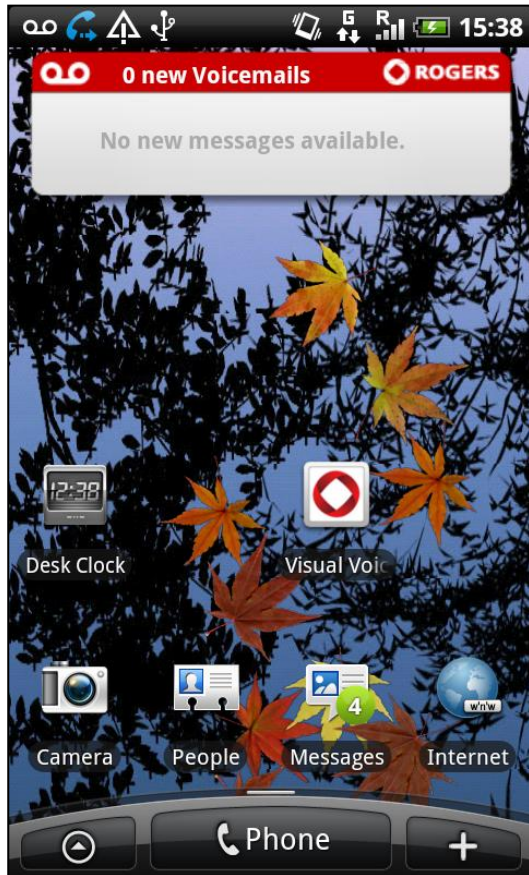


If the identity of the caller is unknown the Home screen widget provides you with the caller's number, the length of the Voicemail message and the date/time it was received.

By clicking on it, you will be immediately directed to the playback screen and the respective voicemail will be played.



## No New Messages



If there are no new voicemail messages the Home screen widget will appear as in the screenshot.

When no new voicemails exist, the slot is empty but the size of the widget frame will remain the same.

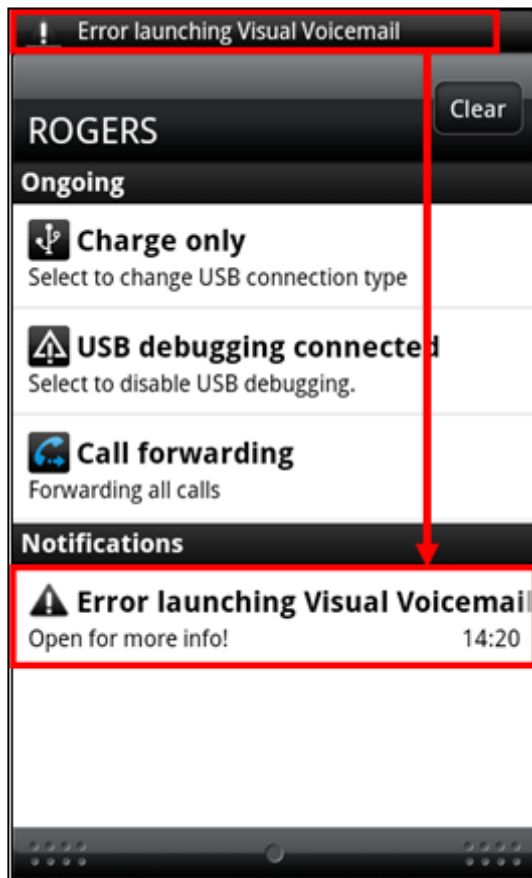
## 6 Error Notifications and Warnings

The Visual Voicemail Application displays notifications, ongoing synchronization and errors/warnings in the status bar.

### 6.1 Error Notification

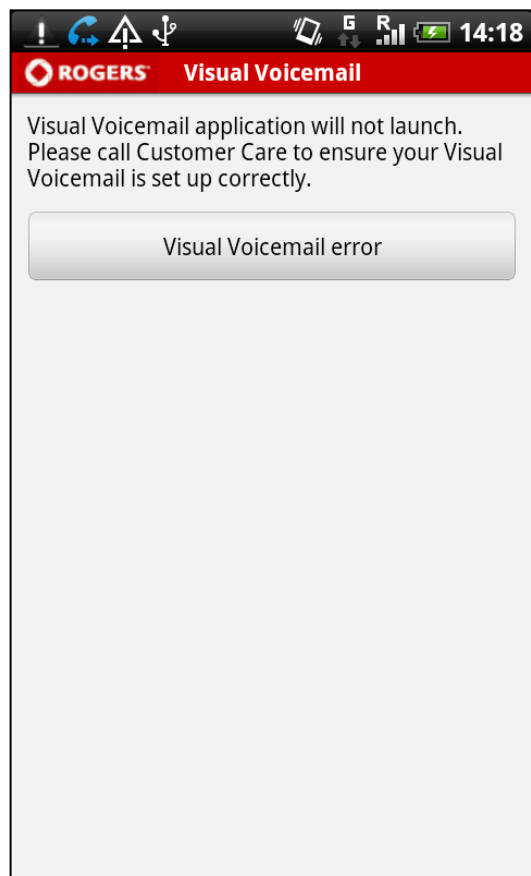
The following screenshots show the errors and warnings presented to the user.

**Error Notification Bar**



If an error occurs the Visual Voicemail Application will display an info message in the notification bar as shown above. In order to get further information you need to drag the notification bar towards the bottom of your screen and open the notification indicated by tapping it once. The following screen will come up.

**Detailed Error Information**



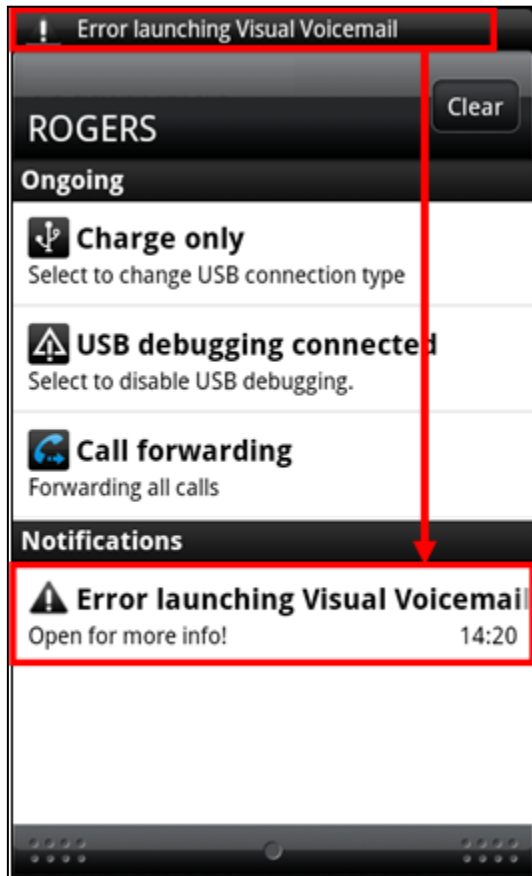
Now further information is displayed on your screen giving the reason for the error to help you to solve the problem.



The following error notifications exist.

## 6.1.1 Error launching Visual Voicemail Plus for Android

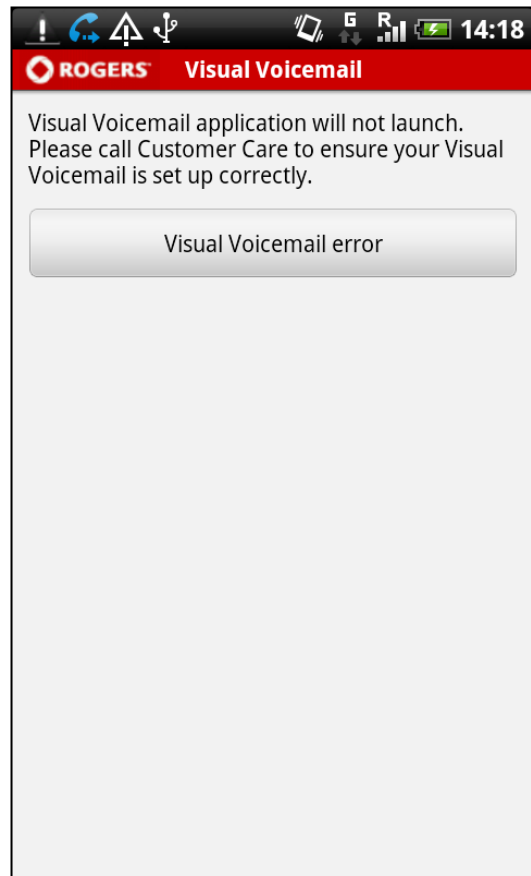
### **Error Launching Visual Voicemail Plus for Android**



If this error notification appears in your notification bar tap the notification indicated once for more info.

The following screen will come up.

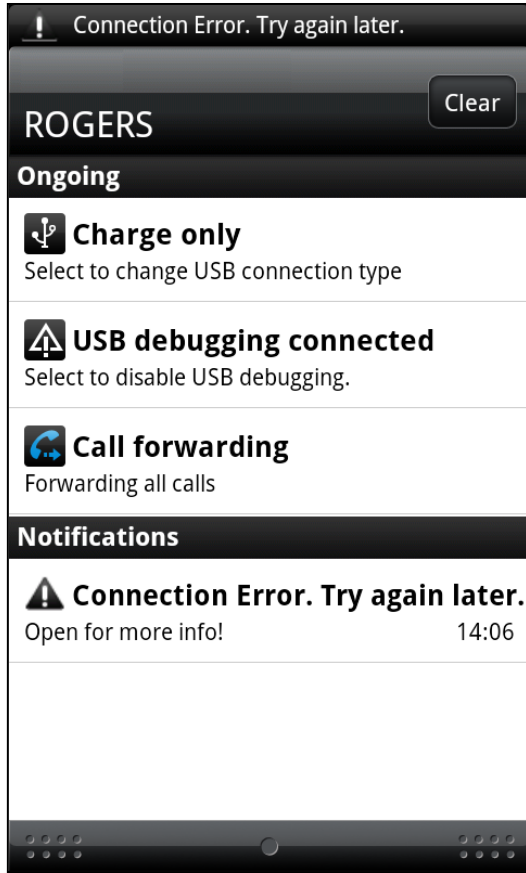
### **Error Launching Visual Voicemail Plus for Android**



By tapping the "Visual Voicemail error" button once you automatically call Customer Care.

## 6.1.2 Connection Error

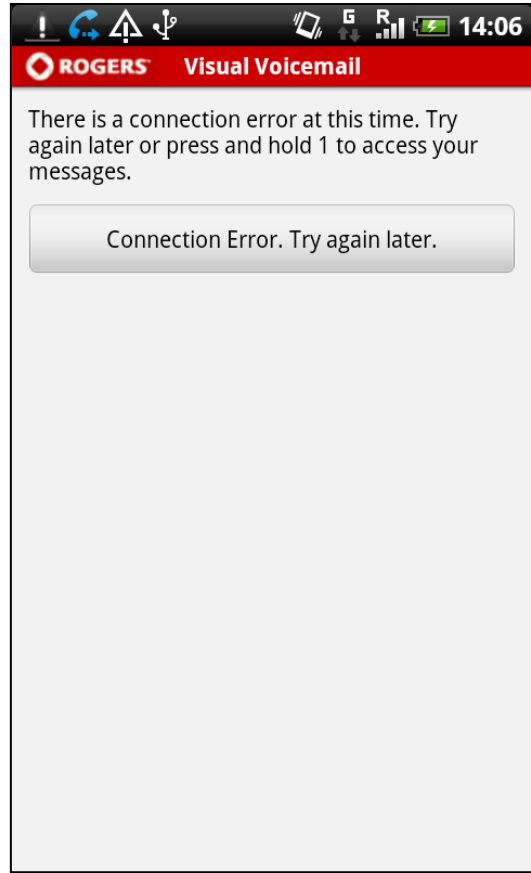
### Connection Error



If this error notification is displayed in your notification bar tap the notification indicated once for more info.

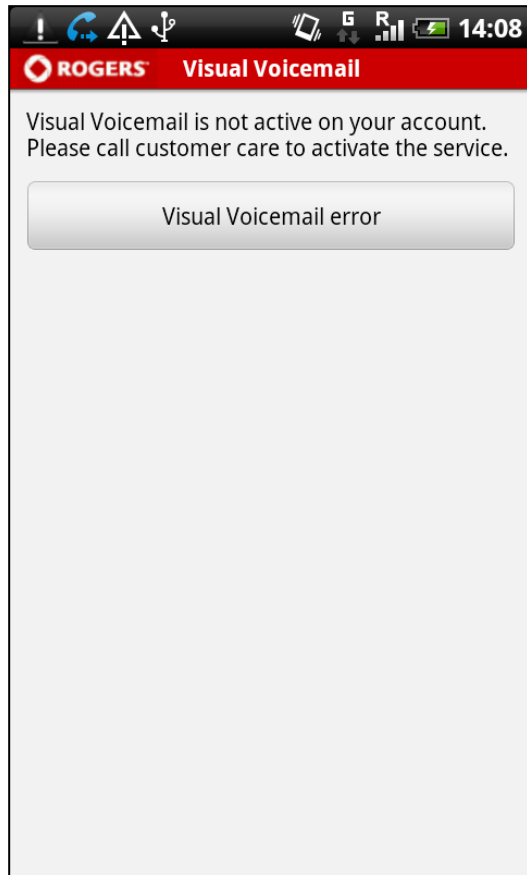
One of the following screens will come up.

### Connection Error



By tapping the indicated button once you automatically call your mailbox to access your messages.

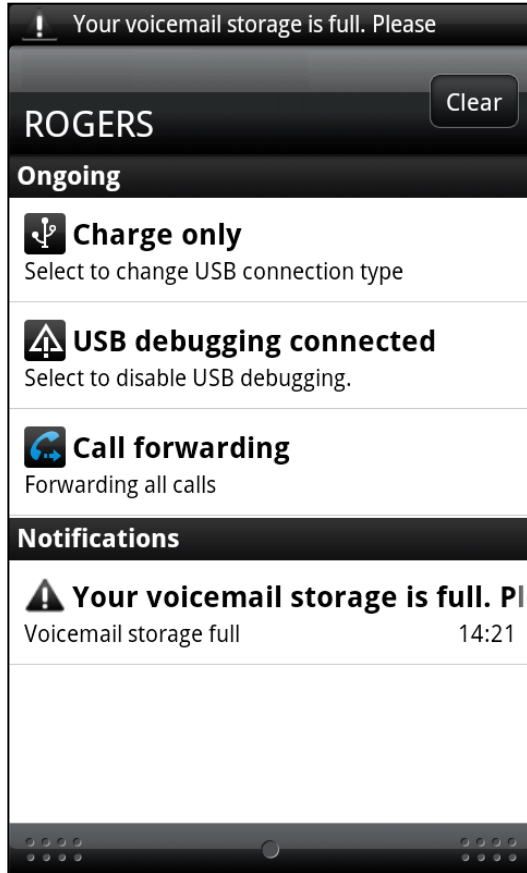
## Connection Error



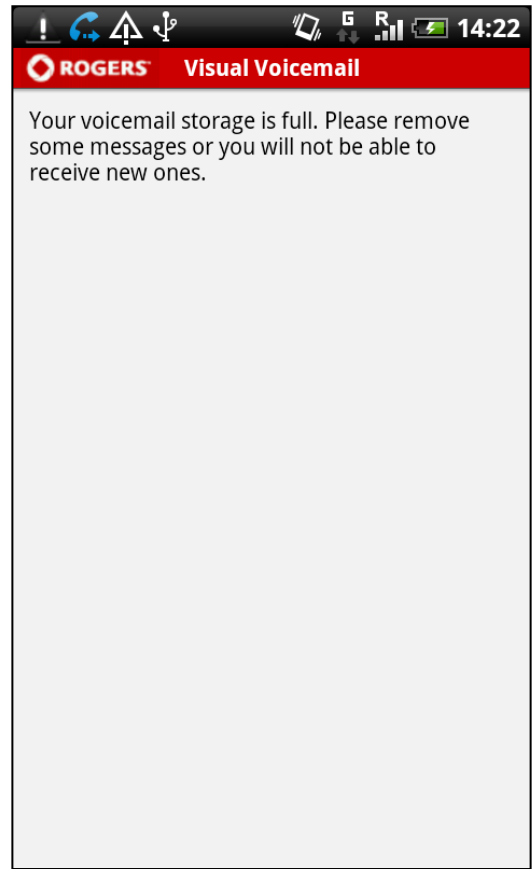
By tapping the button indicated once you automatically call Customer Care.

## 6.1.3 Voicemail Storage Is Full

### *Voicemail Storage Is Full*



### *Voicemail Storage Is Full*

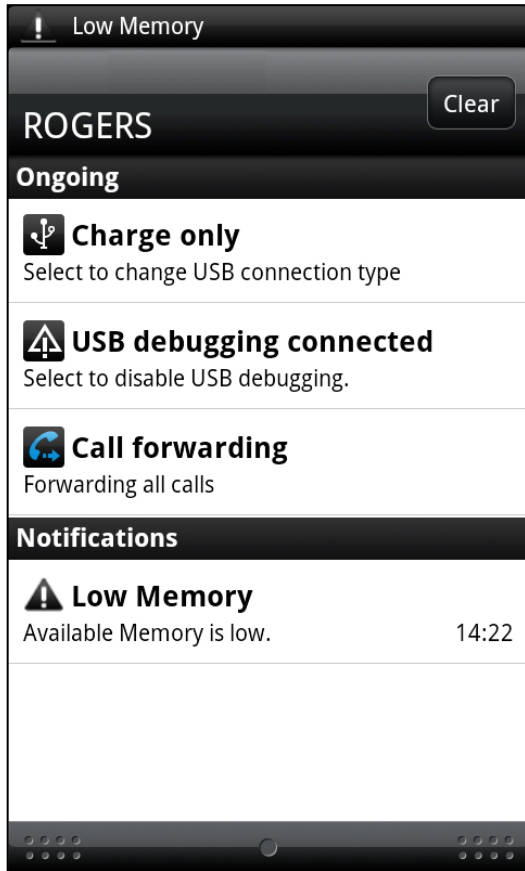


If this error notification is displayed in your notification bar tap the notification indicated once for more info.

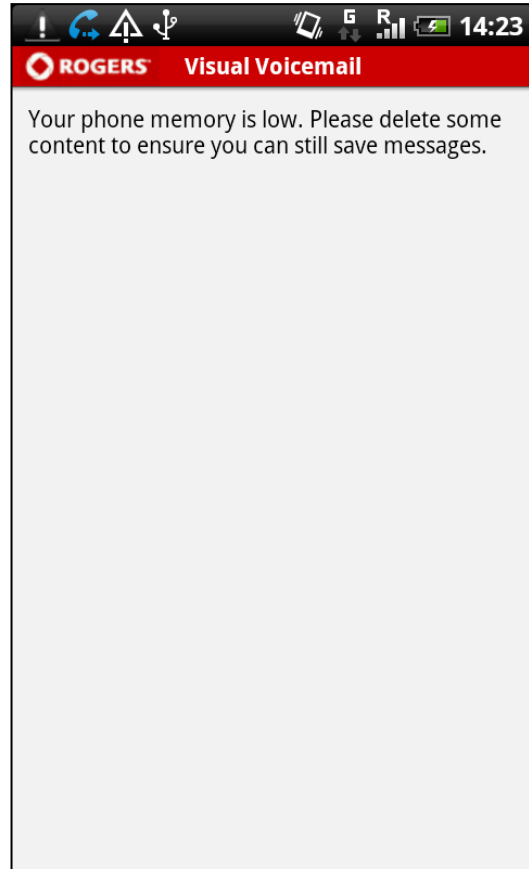
The following screen will come up.

## 6.1.4 Low Memory

### Low Memory



### Low Memory

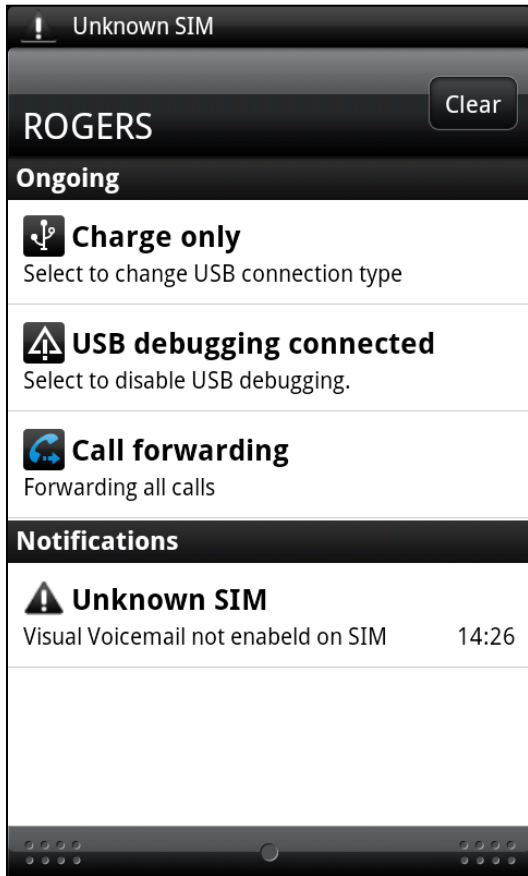


If this error notification is displayed in your notification bar tap the notification indicated once for more info.

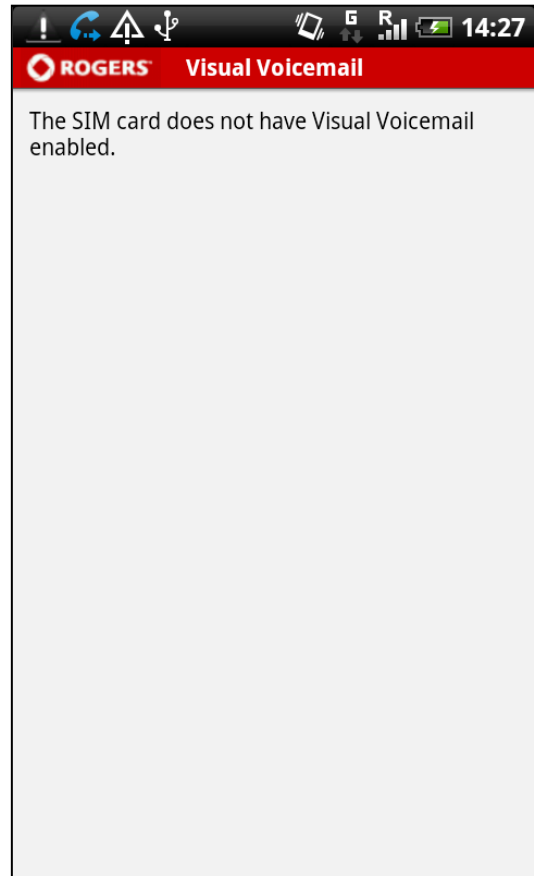
The following screen will come up.

## 6.1.5 Unknown SIM

### Unknown SIM



### Unknown SIM

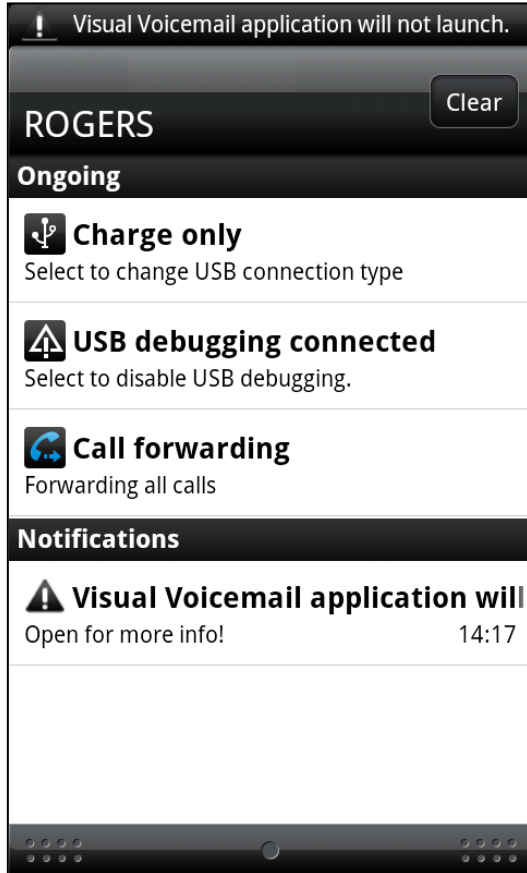


If this error notification is displayed in your notification bar tap the notification indicated once for more info.

The following screen will come up.

## 6.1.6 Service Not Activated

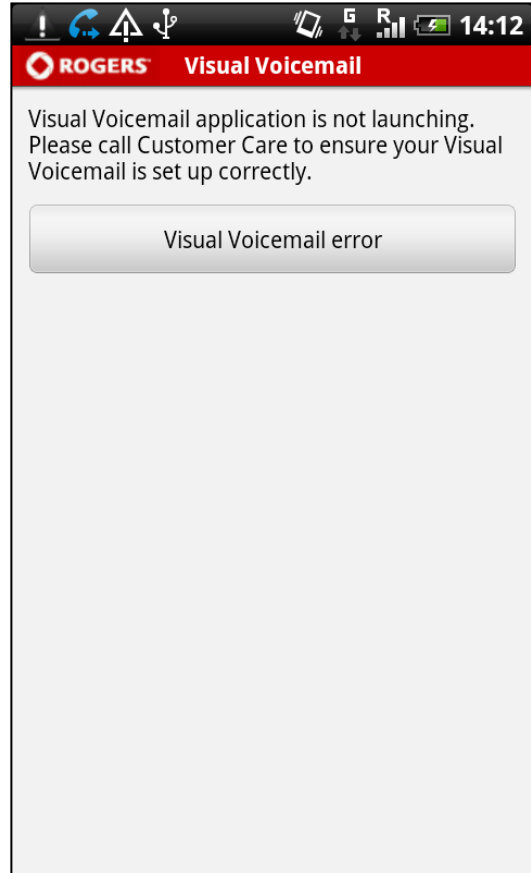
### Service Not Activated



If this error notification is displayed in your notification bar tap the notification indicated once for more info.

The following screen will come up.

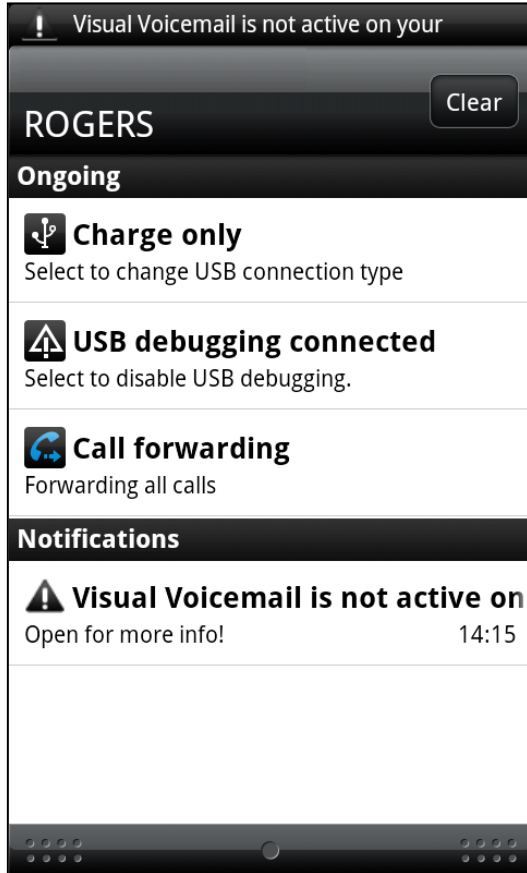
### Service Not Activated



By tapping the indicated button once you automatically call Customer Care.

## 6.1.7 Service Not Active On Your Account

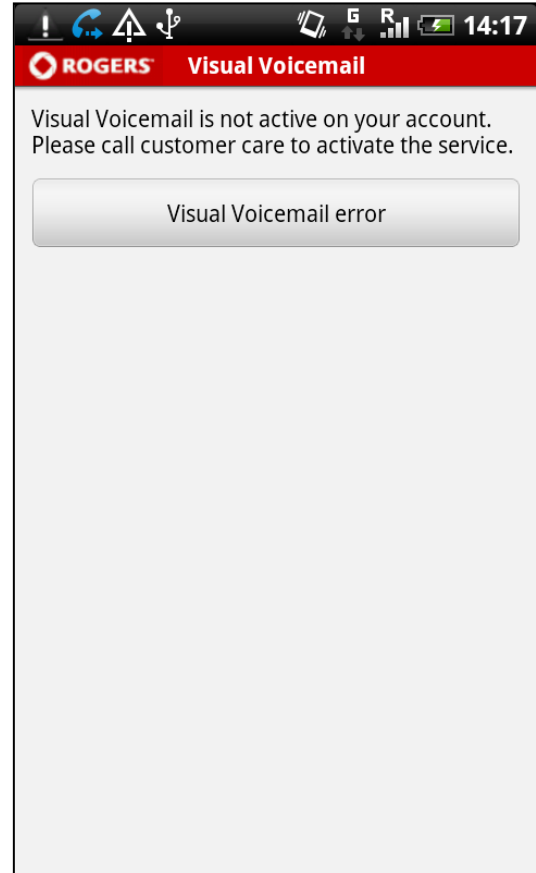
### Service Not Active On Your Account



If this error notification is displayed in your notification bar tap the notification indicated once for more info.

The following screen will come up.

### Service Not Active On Your Account

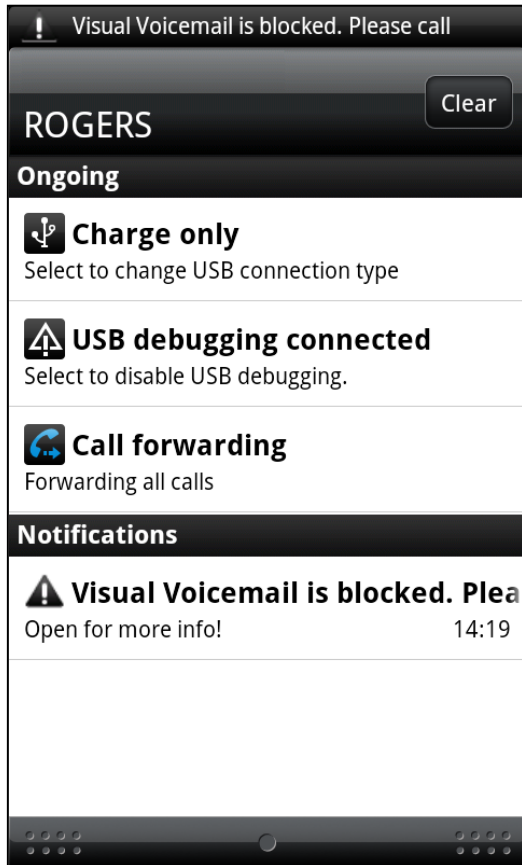


By tapping the indicated button once you automatically call Customer Care.

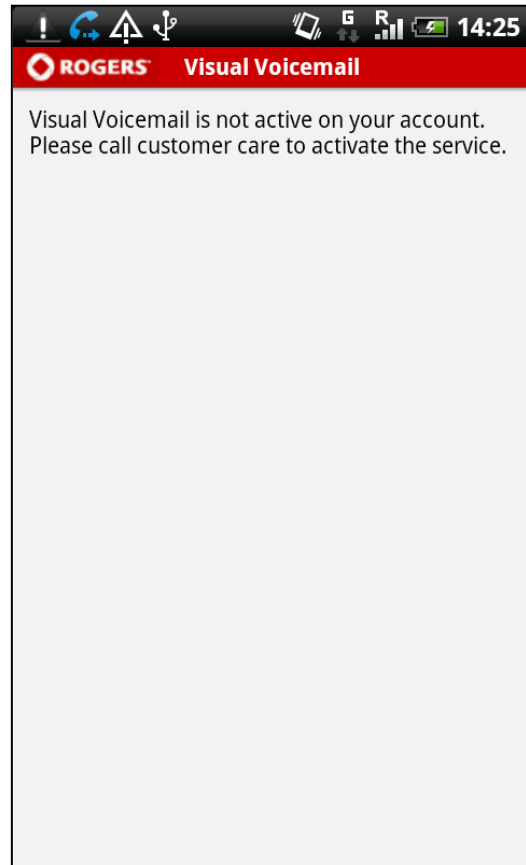


## 6.1.8 Visual Voicemail Plus for Android Is Blocked

### **Visual Voicemail Plus for Android Is Blocked**



### **Visual Voicemail Plus for Android Is Blocked**

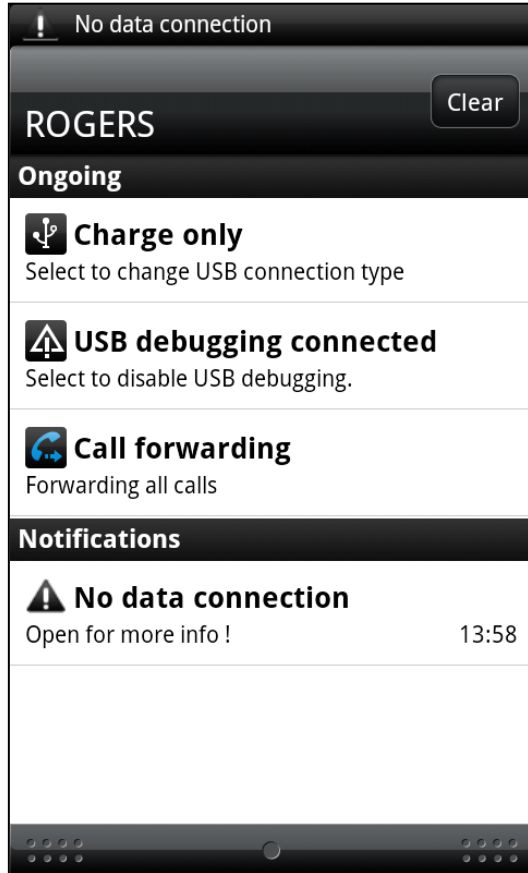


If this error notification is displayed in your notification bar tap the notification indicated once for more info.

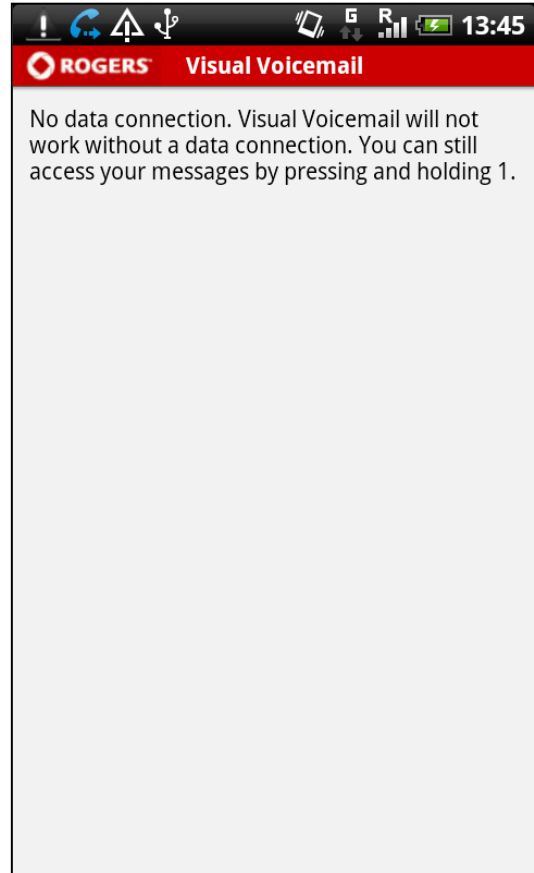
The following screen will come up.

## 6.1.9 No Data Connection

### No Data Connection



### No Data Connection

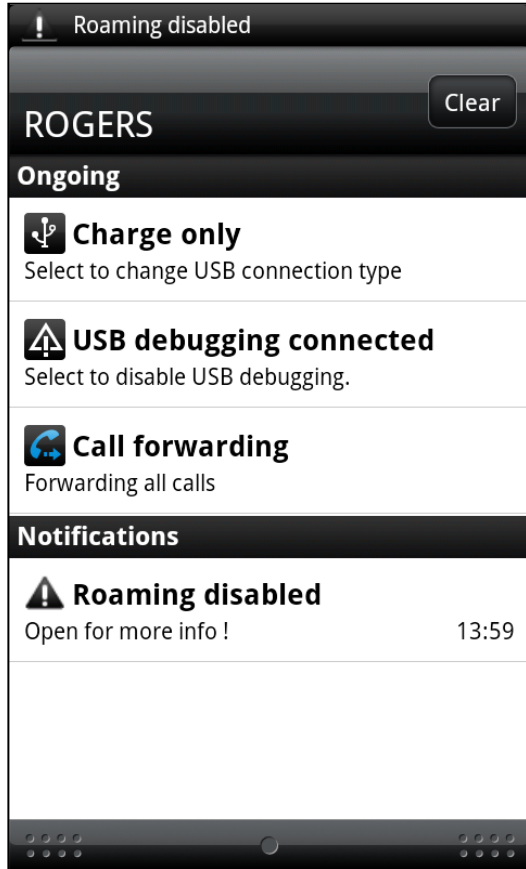


If this error notification is displayed in your notification bar tap the notification indicated once for more info.

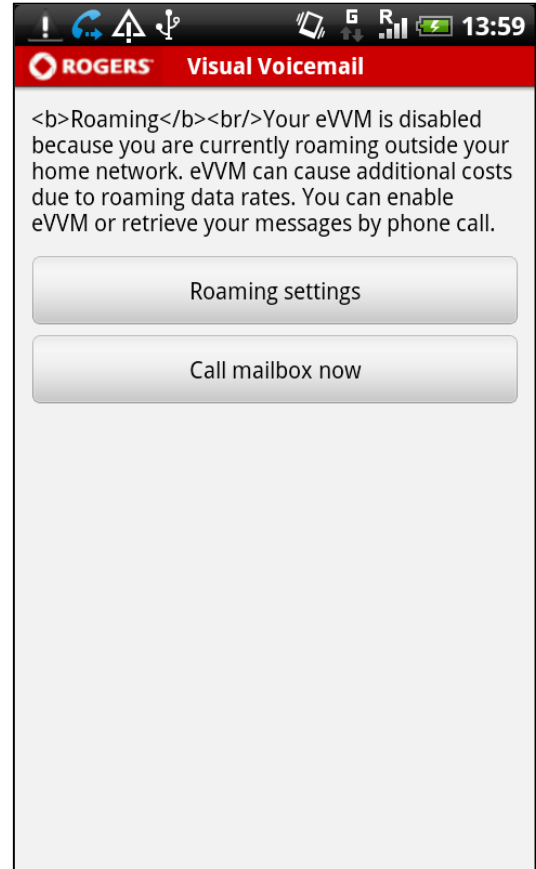
The following screen will come up.

## 6.1.10 Roaming Disabled

### Roaming disabled



### Roaming disabled



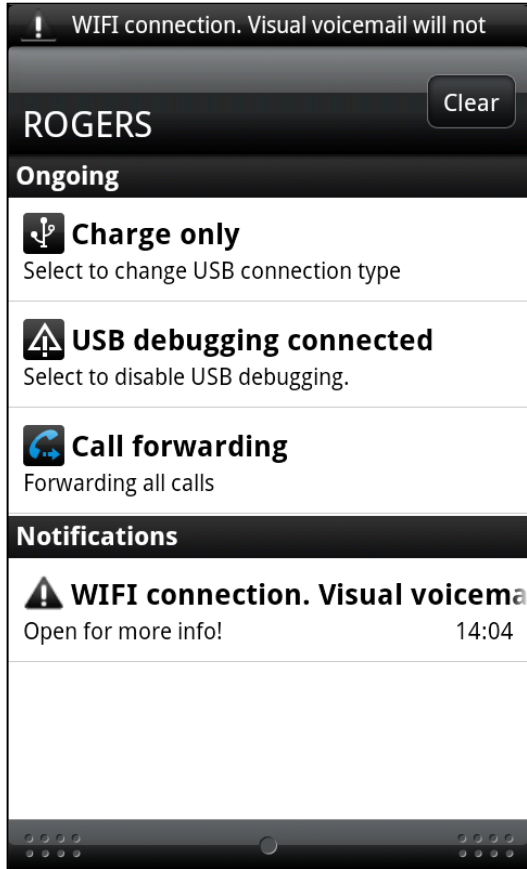
If this error notification is displayed in your notification bar tap the notification indicated once for more info.

The following screen will come up.

By tapping the button once you will be taken to the Roaming Settings screen. Once you press the button you will automatically be taken to the Visual Voicemail Plus app.

## 6.1.11 WIFI Connection Enabled

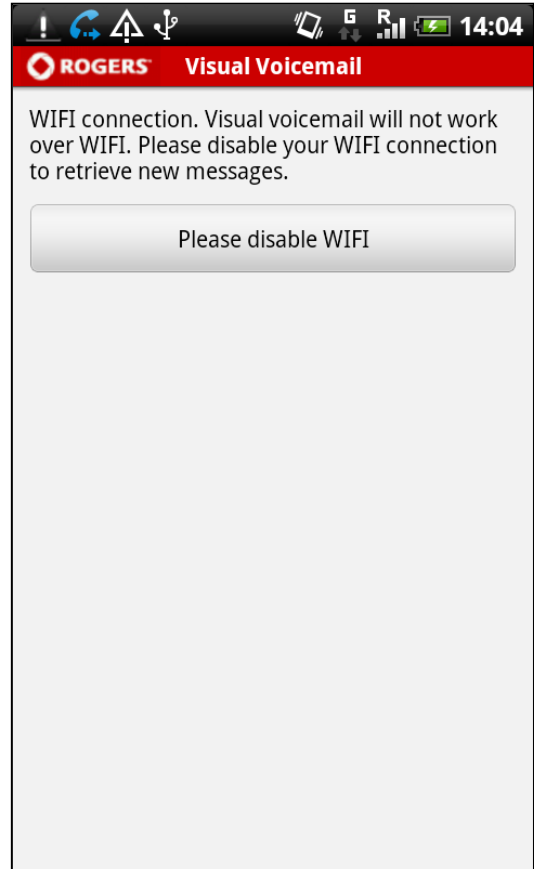
**WIFI Connection Enabled**



If this error notification is displayed in your notification bar tap the notification indicated once for more info.

The following screen will come up.

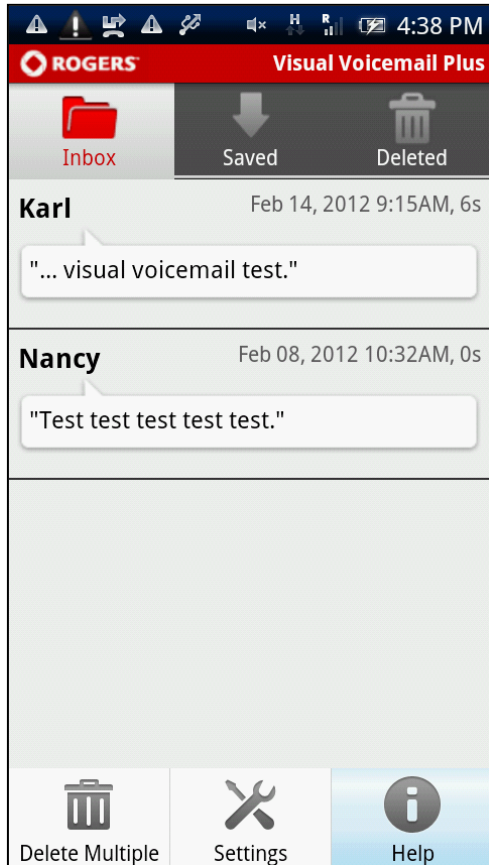
**WIFI Connection Enabled**



You can disable your WIFI connection by tapping the "Please disable WIFI" button or go to Wi-Fi Settings to close the Wi-Fi connection.

## 7 Help

### Inbox Main Menu



Pressing the hard key menu-button on your device will give you these three options.

Please select “Help” as shown above. The following screen will be displayed on your device.

### Help Screen



The Help screen contains information about how Visual Voicemail Plus works as well as tips on how to use the service. For more support information go to [www.rogers.com/visualvoicemailplus](http://www.rogers.com/visualvoicemailplus)