

BASIC VOICE MAIL INSTRUCTIONS

The Following is instructions for Basic Voice Mail. Instructions and information for the Enhanced, Deluxe and Premium Plans with a single mailbox or multiple mailboxes may be obtained by calling one of our service representatives as follows: **Residence 259-2261 Business 259-2300**

TO ACCESS YOUR MAILBOX:

1. Call 259-1000 to Access Voice Mail

(Or Press #99 to Access by Speed Dial 259, 275, 653 prefixes only).

2. Enter your Mailbox Number followed by #.

3. Enter your Password followed by #.

Note:

Enter password initially as four zeros (0000), the preset generic password for your initial access to system. Next, follow prompts to:

- a. Enter your new password (1-16 digits) followed by #; and
- b. Reenter your password to verify.

MAIN MENU:

1. Press 1 to Listen to your Messages.

2. Press 7 to Play Date and Time.

3. Press 9 to Set Up your Voice Mailbox.

SETUP MENU:

1. Press 1 for Greeting Options.

(Disregard this option if you choose the default greeting.)

2. Press 2 to Change Password.

3. Press 4 to Change Auto Login Option.

(When enabled, entry of phone number and password will not mode.)

4. Press * to Return to Main Menu.

TO PERSONALIZE YOUR MAILBOX:

1. To Set Up or Change your Custom Greeting:

(Disregard this option if you choose the default greeting.)

- a. Access your Mailbox.
- b. Listen to Main Menu Options.
- c. Press 9 to Set Up.
- d. Press 1 for Greeting Options.
- e. Press 4 for option to Record or Change Greeting.
- f. Record Greeting at the tone.
- g. Press # when finished.

-THEN-

- h. Press 1 to Play Greeting, then
- i. Press 2 to Keep your Greeting.
- j. Hang Up when finished.

-OR-

- k. Press to Delete Greeting, then
- l. Repeat steps e-j to Record New Greeting.

2. To Change your Password:

- a. Access your Mailbox.
- b. Press 9 to Set Up.
- c. Press 2 to Change your Password.
- d. enter New Password (1-16 digits) followed by #
(choose an easy number to remember).
- e. Reenter your Password followed by # to verify.
- f. Hang Up.

TO LISTEN TO A MESSAGE FROM YOUR HOME:

1. Check for Stuttered Dial Tone that indicates a Voice Mail message.
2. Access your Mailbox.
 - If Auto Login is enabled, phone number and password entries will not be required, and the first new message will play immediately.
 - If Auto Login is disabled, phone number and password entry will be required.
 - Message time will be provided.
3. While a message plays, or following a message:
 - a. Press 1 to Play the Message Again;
 - b. Press 2 to Save the Message and Play Next Message;
 - c. Press 3 to Delete the Message and Play Next Message;
 - d. Press 4 to Save Message as New;
 - e. Press 6 to Forward the Message to Another Mailbox1;
 - f. Press 7 to Skip Back 3 Seconds;
 - g. Press 8 to Pause or Continue Message; or
 - h. Press 9 to Skip Forward 3 Seconds.
4. Press * to Return to Main Menu.

Note 1: The Forward option is not available with the Basic Voice Mail Package.

TO LISTEN TO A MESSAGE AWAY FROM YOUR HOME:

Option 1:

1. Dial your Home Phone Number (including area code if applicable).
2. Press * when greeting begins.
3. Enter your Password followed by # when prompted.
 - First new message will play immediately.
 - Message time will be provided.
4. Refer to steps 3-4 of To Listen to a Message From Your Home section.

Option 2:

1. Call 259-1000 to Access Voice Mail
(Or Press #99 to Access by Speed Dial 259, 275, 653 prefixes only).
2. Enter your Mailbox Number when prompted (including area code if applicable), followed by #.
3. See steps 3 and 4 of Option 1.

TO UNDELETE (RESTORE) MESSAGE:

Before hanging up:

1. Follow the Voice Prompts to Listen to the Messages.
2. Press 3 to Play the Message Marked for Deletion.
3. After the deleted message has played:
 - a. Press 2 to Save Message and Play Next Message;
 - b. Press 3 to Delete Message and Play Next Message;
 - c. Press 4 to Save Message as New.