



## Voice Mail Complete Instructions

Voice messaging takes messages when your line is busy or you do not answer the phone. There is no additional equipment and messages are recorded even if the electricity is off. Multiple messages can be taken simultaneously and callers never hear a busy signal. You can even retrieve messages when away from home.

### SETTING UP YOUR VOICE MAIL FOR THE FIRST TIME

There are two options when setting up and retrieving your messages:

Call your own telephone number and wait for the voice mail message to play. While the message is playing, press \*. Wait for the password prompt and enter temporary password of 1234 then follow the system prompts.

Or

Call the voice messaging system number from any phone, 559-MAIL (559-6245), and listen to the voice messaging system directions for initializing your mailbox and personalize your greeting.

When prompted, enter # - your mailbox number provided to you - #. If you do not know your mailbox number, please contact Customer Care.

Enter your Temporary Password 1-2-3-4.

Follow the prompts to complete your voice messaging set-up options.

### RETRIEVING MESSAGES

To Enter the System:

Call the voice messaging system number:  
559-MAIL (6245)

When the system greets you, press #, enter your 10 digit phone number, then press # and wait for password prompt.

Enter Password you have assigned to this number.

Follow voice messaging system directions

Note: you may access your voice mail from any phone by dialing 559-MAIL. You do not have to be at your home phone.

## VOICE MAIL SHORTCUTS

Dial the Telephone Number the Voice Messaging is assigned to.

When you hear the greeting, press \*

Enter Password

Follow Voice Messaging system directions

Main Menu:

- 1 Listen to Messages
- 2 Send a Message
- 3 Locate a Message
- 4 Personal Options
- 5 Restart
- 6 Place a Call
- \* Exit Voice Messaging

Listen to Messages:

- 1 New Messages
- 2 All Messages
- 0 Help

Review Messages:

- 1 Review Message
- 2 Save Message
- 3 Forward
- 33 Forward to end of Message
- 4 Replay Message
- 5 Envelope Information
- 6 Forward Message with Introduction
- 66 Forward Message without Introduction
- 7 Erase Message (press 33 to fast forward to end of message)
- 8 Reply by Voice Messaging
- 88 Place a Call
- 9 Save Message
- \* Return to Main Menu
- # Skip this message

For further menu options, please follow the voice messaging system directions. If you have any questions about your voice messaging, please contact Customer Care.