

# VOICE MESSAGING USER GUIDE

If you have package or pricing information to communicate, you could put it on this panel.

Communication is important to you. You take special care to be sure people can reach you as needed. Why risk missing calls? Voice Mail from Your Telephone Company makes certain that you always get your most important messages. After all—it's your call.

Our Voice Mail guarantees that you won't miss a call—if you are away from home, on the phone, or just don't feel like answering right now.

- ✓ Experience Crystal Clear Clarity
- ✓ Save Important Messages
- ✓ Access Messages From Your PC

**It's Your Call...**

**Take it.**

**Your Telephone Company  
Logo**

**1000 Telephone Drive  
Anywhere, USA xxxxx**

**Phone: xxx-xxx-xxxx  
E-mail:  
service@yourcompany.com**

**Your Telephone Company  
Logo**

# Using 'Your Telephone Company' Voice Mail



## **SOME THINGS TO KNOW BEFORE YOU BEGIN:**

- ✓ Your group greeting directs callers to press the appropriate key to reach the individual sub-mailboxes.
- ✓ Once the group greeting is recorded, each sub-mailbox 'owner' may record a personal greeting and assign a personal password to make their sub-mailbox uniquely their own.

## **ADMINISTRATOR INSTRUCTIONS**

### **RECORD YOUR GROUP GREETING**

#### **From the phone subscribed to the service:**

1. Dial xxx-MAIL.
2. Listen to the recording explaining that you must record a group greeting. Wait until the end of the recording, then press 0 to administer the family mailbox.
3. Enter your password and then #.
4. Press 9 to access mailbox setup options.
5. Press 1 for greeting options.
6. Press 2 to record your greeting. When finished recording, press #.

For example, "You have reached the Doe residence. To leave a message for John, press 1. To leave a message for Jane, press 2."

### **CHANGE AN EXISTING GROUP GREETING**

#### **From the phone subscribed to the service:**

1. Dial xxx-MAIL.
2. When prompted to enter your mailbox ID, press, 0 to administer the family mailbox.
3. Enter your password and then #.
4. Press 9 to access mailbox setup options.
5. Press 1 for greeting options.
6. Press 2 to re-record your greeting. When finished recording, press #.

## **GENERAL USER INSTRUCTIONS**

### **ACCESS YOUR VOICE MAILBOX**

#### **From the phone subscribed to the service:**

1. Dial xxx-MAIL.
2. Enter your single digit sub-mailbox ID (1-9).
3. If prompted, enter your password and then #.

#### **From a different phone:**

1. Dial xxx-MAIL.
2. Enter your 10-digit mailbox number (telephone number).
3. Enter your single digit sub-mailbox ID (1-9).
4. Enter your password and then #.

### **RECORD YOUR SUB-MAILBOX GREETING**

1. Access your voice mailbox.
2. Press 9 for the mailbox setup menu.
3. Press 1 for greeting options.
4. Press 4 to record your greeting.
5. Record your greeting and then press #.

### **CHANGE YOUR SUB-MAILBOX PASSWORD**

1. Access your voice mailbox
2. Press 9 for the mailbox setup menu.
3. Press 2 to change your password.
4. Enter your new password and press #.
5. When prompted to verify the password, enter it again and then press #.

## **RETRIEVE**

## **MESSAGES FROM YOUR SUB-MAILBOX**

1. Access your voice mailbox.
2. Your first new message may play immediately. If not, press 1 to listen to your messages. You will hear the announcement "You have x new messages and x saved messages."
3. Press 1 to listen to new messages.
4. Press 2 to listen to saved messages.

### **WHEN RETRIEVING MESSAGES, YOU CAN:**

- |         |   |
|---------|---|
| Press 1 | Play the message again                  |
| Press 2 | Save the message and play next          |
| Press 3 | Delete the message and play next        |
| Press 4 | Save the message as new                 |
| Press 5 | Reply to the message*                   |
| Press 6 | Forward the message to another mailbox* |
| Press 7 | Skip backward in the message            |
| Press 8 | To pause the message                    |
| Press 9 | To skip forward in the message          |

\* Voice Mail package must be set to allow this capability.

**Your Telephone Company  
Logo**