



## Make Voice Mail a Necessity

Whether you're a busy parent, a businessperson or you share an apartment with roommates, you'll always get your messages with Voice Mail. When you're away, on the line, using the Internet, sending a fax or just busy—get Voice Mail and stay in touch without having to stay by the phone.



# Voice Mail Instructions

### VOICE MAIL MENU MAP

#### Main Menu

- Press 1: To Listen to your messages
- Press 3: To send a message to a mailbox
- Press 7: To play current date & time
- Press 9: To setup your voice mailbox

#### Setup Menu

- Press 1: For greeting options
- Press 2: To change password
- Press 4: Disable/Enable Auto Login
- Press \*: Return to Main Menu

#### Greeting Menu

- Press 1: To play your current greeting
- Press 2: Keep greeting (greeting must be kept in order to be activated)
- Press 3: To delete greeting
- Press 4: to record greeting
- Press \*: Return to mailbox setup

#### Features & Advantages:

- Voice Mail can answer the phone with your own personally-recorded greeting when your line is busy as well as when there is no answer
- Voice Mail can handle multiple calls at once, plus our Voice Mail keeps working during a power outage...your incoming and stored messages won't be lost!
- If you use our Call Waiting feature, Voice Mail is an excellent complement – it takes a message when you don't want to take a Call Waiting call
- You can easily access your messages from any touch-tone phone, even when you're away from home
- With Voice Mail w/eForward, you can forward messages to an email address



**Call our office at 641-755-2424 to  
activate your  
NEW Voice Mail service today!**

# HOW-TO-SETUP-YOUR-MAILBOX

## MAILBOX SETUP:

Initial set-up from your telephone:

1. Dial 755-2420
2. Enter your user box number: 755 \_\_\_\_\_ (your telephone number)
3. Enter temporary password: 0000 (followed by the # key)
4. You will be at the Main Menu. Press 9 to set-up your voice mailbox
5. You will be at the Set-up Menu. Here you set up your greeting and change your password. Press 1 to change your greeting.
6. You will be at the Greeting Menu. Press 4 to record your greeting. It could be something like this:  
*"Thank you for calling the Johnson's. We can't take your call right now, but would like to return it. Please leave your name, number and message and we will call you back as soon as we can."*
7. Review and 'keep' your greeting by following the voice commands.
8. After you have recorded and 'kept' your greeting, it is time to change your password. Most likely, you will need to press \* to return to the Mailbox Set-up Menu.
9. From the Mailbox Set-up Menu, press 2 to change your password.
10. Follow the voice commands to change and verify your new password. Be sure to change it to something that is easy for you to remember, but hard for others to guess.
11. Congratulations! Your voice mailbox is ready to use and enjoy.

## CALL FORWARD SETUP

Call forwarding can only be setup and cancelled from your telephone number

### Call Forward (No answer)

1. Press \*92 on a push button telephone
2. Wait for the dial tone
3. Enter number of rings you want your telephone to ring before it goes to call forwarded number. (Can setup 2 to 9 rings)
4. Dial 755-2420 where calls are forwarded to voice mail system
5. The forwarded telephone number will ring
6. Forwarding is setup if the ringing telephone is answered (this would be when you hear voice mail message).

**To de-activate call forward non answer:  
Press \*93**

## ACCESSING YOUR MAILBOX TO RETRIEVE MESSAGES

There are three ways to dial into your voice mailbox: from your home phone, or two ways from a remote phone (like your office)

### **From your home phone:**

1. Dial 755-2420 and then Press #
2. Enter your password followed by the # key. You will be at the Main Menu.
3. Press 1 to listen to your messages. Follow the voice prompts to save, delete or forward your messages.

### **From a remote phone:**

1. Dial 755-2420 and enter your mailbox number - which is your telephone number - when prompted.
2. Enter your password followed by the # key when prompted. You will be at the Main Menu.

3. Press 1 to listen to your messages. Follow the voice prompts to save, delete or forward your messages.

**OR**

1. Dial your home phone number. When you hear your greeting, press the # key to interrupt the greeting.
2. Enter your password followed by the # key when prompted. You will be at the Main Menu.
3. Press 1 to listen to your messages. Follow the voice prompts to save, delete or forward your messages.

## MESSAGE REVIEW OPTIONS

**When you are listening to your messages, you have three options:**

- Press 1: To listen to New Messages
- Press 2: To listen to Saved messages
- Press \*: To return to the Main Menu

Follow the voice prompts to save, delete or forward your messages.

**While reviewing messages, you have the following options:**

- Press 1: Play or replay message
- Press 2: Save message & go to next
- Press 3: Delete message & go to next
- Press 4: Save message as new
- Press 5: Reply to a message
- Press 6: Forward message
- Press 7: Skip back three seconds
- Press 8: Pause or continue message
- Press 9: Skip forward three seconds
- Press \*: Return to Main Menu