HOME PHONE USER GUIDE

To Access Your Voicemail

Dial ***98** from your home phone.

If you are away from your home, dial your home phone number and press the * key once you hear your greeting.

Now enter your password.

Once you have connected, enter your assigned telephone number and then follow the message prompts.

Greetings

∗ Incoming calls not answered will be directed to your voice mail.
∗ Callers will hear your greeting and then record their message.
∗ There are three greeting options (see below).
∗ To record your greeting, dial ***98** on your home phone, followed by your password.
∗ Then press 0 for mailbox options, you will then be prompted to record your greeting.

Types of Greetings

Unavailable Greeting - If you are not able to answer your call within the specified number of rings, the **Unavailable Greeting** will be played to the caller.

Busy Greeting - When you are on the phone and another call comes in (and you don't answer it), the **Busy Greeting** will be played. If the **Busy Greeting** has not been recorded, the **Unavailable Greeting** will be played (Note, not presently in service).

Temporary Greeting - A **Temporary Greeting** can be recorded instead of your busy or unavailable greeting. This might be used when you're away from home for a few days and won't be returning calls right away.

Folders

Folders are used to sort and store messages on the voicemail system. The following folders exist: **New, Old, Work, Family & Friends**.

When a caller leaves a message, the system will put the message into the **New** folder. Once you listen to the message, but don't delete or save it to a different folder, the system will move the message to the **Old** folder.

When you first log into your mailbox, the system will make the **New** folder the current folder if you have any new messages. If you do not have any new messages the system will make the **Old** folder the current folder.

The first time you login:

The first time you log in to the system you will be asked to record the following items:
* Your Name
* Your **Unavailable Greeting**

Retrieving your messages:

After you have logged into the voicemail system, you will be notified if you have new or saved messages. You may be placed into the **New** or the **Old** folder, depending on the messages you have.

Once you are in a folder that contains messages, press 1 to begin playback.

The Message envelope:

Each message will be preceded by the message "envelope" which contains the following information:

* Current position in the mailbox

* Date and time the message was received

* Caller ID information (if available)

* Duration of the message

Pressing '1' at any time during the playback of the message envelope, will skip you directly to message.

During the playback of the message, any of the following buttons can be pressed:

- ➤ *
Rewind the message by 3 seconds
- ➤ #
Fast forward the message by 3 seconds
- ➤ 0
Pause the message playback, pressing any key after the playback is paused will resume playback
- ➤ **1, 2, 3, 4, 5, 6, 7, 8, 9**
Pressing any other numeric key besides 0 will perform the post playback actions (see next section)

After or during the playback of any message, any of the following buttons may be pressed:

- ➤ **1**
Go back to the first message in the folder
- ➤ **2**
Change folders
- ➤ **3**
Advanced options, see next section
- ➤ **4**
Go to the previous message
- **5**
Repeat the current message
- ➤ **6**
Go to the next message
- ➤ **7**
Delete the current message
- ➤ **8**
Forward the current message to another user
- ➤ **9**
Save the current message

After the playback of any message you may enter the advanced section by pressing 3, after which any of the following buttons may be pressed:

- ➤ **1**
Record a new message and send it to the person who left this message
- ➤ **3**
Play the message envelope
- ➤ *
Return to the main menu