



Voice Mail User Guide

Voice Mail Navigation

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Review Voicemails	Review Emails and Faxes	Send Message	Subscriber Transfer	Mailbox Settings	Erased Messages	Help
Hear Message	Hear Message	Enter phone or GL number then #	Log on as another subscriber	Mailbox Settings Menu	Hear Message	Helpful Hints
1 Repeat 2 Save 3 Erase 4 Reply 5 Send a Copy 6 New Message 7 Skip back 5 seconds 8 Pause/Resume 9 Skip forward 5 seconds # Next Message 1 1 Previous Message 8 8 Replay Message with timestamp	1 Repeat 2 Save 3 Erase 4 Reply 5 Send a Copy 6 New Message 7 Skip back 5 seconds 8 Pause/Resume 9 Skip forward 5 seconds # Next Message 1 1 Previous Message 8 8 Replay Message with timestamp			# Next Option 1 1 Previous Message 0 Select	1 Repeat 2 Restore 3 Permanently Erase 4 Reply 5 Send a Copy 7 Skip back 5 seconds 8 Pause/Resume 9 Skip forward 5 seconds # Next Message 1 1 Previous Message	# Next Hint 1 1 Previous Hint 0 Transfer to Operator

Common Keys

- 7 Skip back through prompts
- 8 Pause/Resume
- 9 Skip forward through prompts
- * Cancel input or move up a level
- # End input or move forward in a list
- 1 1 Return to previous menu item or message

Using your mailbox

Accessing your voice mailbox

- From your own phone, press the Message button, or dial *98.
- To access your mailbox remotely, from any phone:
 - Dial your own phone number
 - When you voice mail greeting starts, press *
 - Enter your PIN when prompted

Main menu

The Main menu allows you to access the functions of your mailbox. When you enter the Main menu, you hear a welcome message, then a summary of the messages in your mailbox. The following options are available to you.

- To listen to your voice messages, press 1. Please note that if you do not have any messages, you will not hear this prompt at the Main menu.
- To log in again as a different subscriber, press 3.
- To change your mailbox settings, press 4.
- To manage any erased messages, press 5. Please note that if you do not have any erased messages, you will not hear this prompt at the Main menu.
- To listen to helpful hints, press 0.
- To end the call, hang up or press *.

Listening to your messages

At the Main menu you may listen to each of the messages in your mailbox, then save, delete, reply to or forward them.

- While the message plays, you can choose one of the following options.
 - To skip to the end of the message, press 2.
 - To skip forward 5 seconds within the message, press 9. • To pause the message, press 8. Press 8 again to resume.
 - To skip backward 5 seconds within the message, press 7.
- When the message finishes, you can choose one of the following message options.
 - To play the message again from the beginning, press 1. •
 - To save a new message and go to the next message, press 2.
 - To erase the message, press 3.
 - To return to the previous message, press 11.
 - To leave the message as-is and go to the next message, press #.
 - To go to the Main menu, press *. In addition to the message options, the following options are available.
 - To (re)play the caller's telephone number and the time and date stamp, press 8 8. •
 - To end the call, press **.

The available options are repeated after each message plays.

Changing your mailbox settings

The Mailbox Settings menu allows you to change your mailbox settings, such as your PIN, your greeting, and other options that help you save time.

You can reach the Mailbox Settings menu by pressing 4 from the Main menu. The menu is presented as a list of options with brief descriptions. Use the following keys to select the option you require.

- To skip to the next menu option, press #.
- To return to the previous menu option, press 11.
- To choose the current option, press 0.
- To return to the menu from where you entered the Mailbox Settings menu, press *.