



Simple



Convenient



Reliable



**Voice Mail
User Guide**



ACCESSING YOUR MAILBOX

1. Dial 705-932-9000, 705-295-9000, 705-944-9000, 705-775-9000 OR 705-880-9000

Then Either:

- **Press #** if calling from the phone your voice mail is assigned to, **OR**
 - If using Auto Login and accessing from your home phone no entry is required, **OR**
 - Enter your 10 digit telephone number, if calling from a remote phone.
2. If requested, **Enter your password, followed by the # key.** Your password will be the one you requested at sign-up.
 3. Main Menu: **Press 1** to retrieve messages, **Press 3** to send messages, **Press 7** for current date and time, or **Press 9** for mailbox set-up.

ACCESSING YOUR SUB-MAILBOX

1. Follow step 1 from above.
- 2a. If you are the Group Administrator and wish to record a group greeting, **Press*** to access the Group Greeting Menu. A voice prompt will guide you through the required steps. **OR**
- 2b. **Enter your sub-mailbox number.**
3. If requested, **Enter your password, followed by the # key.** Your password will be the one you requested at sign-up.
4. Main menu: **Press 1** to retrieve messages, **Press 5** to hear which sub-mailboxes have new messages, or **Press 9** for mailbox set-up.

TO SET-UP YOUR MAILBOX

5 OPTIONS IN MAILBOX SET-UP MENU:

- a. **Press 1** - Greeting options. (You can disregard this step if you choose to use the default greeting).
- b. **Press 2** - Change password.
- c. **Press 3** - To edit notification options.
- d. **Press 4** - To change auto login option*.
- e. **Press *** - Return to main menu.
- f. **Press 0** - To hear instructions again.

TO CHANGE OR RECORD YOUR GREETING:

1. **Press 1** - Greeting options.
2. **Press 2** - To keep your greeting.
3. **Press 3** - To delete your greeting.
4. **Press 4** - To record new greeting.
5. **Press *** - To return to set-up menu.
6. **Press 0** - To repeat instructions.

TO CREATE MULTIPLE GREETINGS:

7. **Press 5** - To pick a new greeting. Then choose a new greeting. (#2 - 9).
8. **Press 2** - Record greeting.
9. **Press #** - To end recording function. Repeat steps 5&6, choosing a different greeting # each time.
10. **Press 5** - Pick a new greeting. Then choose the greeting you wish to become active.
11. **Press *** - To return to main menu.

⁽¹⁾ Optional Feature

* Auto Login is a feature that allows you quick access to your mailbox when calling from your home phone.

TO RETRIEVE MESSAGES

3 OPTIONS IN MESSAGE RETRIEVAL MENU:

- a. **Press 1** - New messages.
- b. **Press 2** - Saved messages.
- c. **Press *** - Return to Main Menu.

TO LISTEN TO MESSAGES:

1. **Press 1** - Play or re-play message.
2. **Press 2** - Save message and go to next.
3. **Press 3** - Delete message and go to next.
Undelete Message: Don't hang up. Follow the voice prompts to listen to the messages. Once you have played the message you deleted,
4. **Press 4** - Save message as new.
5. **Press 5** - Reply to message. ⁽¹⁾
6. **Press 6** - Forward message. ⁽¹⁾
7. **Press 7** - Skip back three seconds.
8. **Press 8** - Pause or continue message.
9. **Press 9** - Skip forward three seconds.
10. **Press *** - Return to main menu.

TO CHANGE YOUR PASSWORD:

1. **Press 2** - Change your password.
2. **Enter new password, followed by the # key.** The password is any series of up to 16 digits you choose. You will be unable to access your mailbox without this password, so be sure to choose one you remember.
3. To verify, **Enter your password, followed by the # key.**



For Help Contact Us at:
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