group voice mail instructions

ADMINISTRATOR INSTRUCTIONS

Record Your Group Greeting

From the phone subscribed to the service:
1. Dial *99
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 *99
2. When prompted to enter your mailbox ID, press 0 to administer the group 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 *99
2. Enter your single digit sub-mailbox ID (1-9).
3. If prompted, enter your password and then #.

From a different phone:
1. Dial 284.7000 (Polar North)
   Dial 874-7000 (Polar South)
   Dial 995.7000 (Wolverton Area)
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

From the phone subscribed to the service:
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

From the phone subscribed to the service:
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.

Message Retrieval Options

Press 1   Play the message again.
Press 2   Save the message and play the next.
Press 3   Delete the message and play the 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.

If you have a new message in your mailbox the phone line will produce a stutter tone when you pick it up. After you log in to your mailbox the stutter tone goes away. A light may also come on if your phone has a message waiting indicator light.

Your Voice Mailbox has a pre-set amount of message storage. To prevent messages from being automatically deleted from your mailbox, please contact our office to increase the retention time for your voice messages.