

# Your Guide to Voicemail



## ACCESSING VOICEMAIL

Your service comes with a voicemail box and all unanswered calls will automatically be sent to voicemail. There are two ways to access your voicemail:

1. Call your own phone number and wait for voicemail to answer. Press the \* key, then enter your voicemail PIN. You can then listen to, delete, and manage your saved voicemail messages.
2. Picking up your phone and dialing \*62 will put you into the main voice portal menu. The main voice portal menu gives you access to additional features, where option 1 will also put you into your voicemail box.

## Initial Setup (\*62)

The first time you call your voicemail box or dial \*62, you will be prompted to set

a pass code to access your voicemail and to record your personalized name. Pass codes should be 4-to-8 digits. When calling from your own phone number, it's not necessary to enter your pass code to access your voicemail. Your recorded name will be played to callers as part of the default greeting callers will hear. You'll later have the option to record a longer greeting, though you don't have to. The default greeting users will hear is, "Your recorded name" is not available to take your call. Please leave a message after the tone.' Once you have completed the set up, you can record greetings and access your voicemails.

## Voice Portal Main Menu (\*62)

At the main menu, the following options are available:

- 1 - To access your voicemail box
- 3 - Go to the greetings menu
- 4 - Change call forwarding options
- 8 - Change your pass code
- 9 - Exit the voice portal
- # - Repeat the menu

## Accessing Your Voicemail Box

Option 1 can also be reached by calling your home phone number from your home phone line. This option presents another menu for listening to voicemails, saving and deleting messages as well as managing your voicemail greetings. See the section below, Using Your Voicemail Box.

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## Recording Greetings

Option 3 provides a menu to let you record or re-record your name. The name is used when you don't record a custom greeting. With just the name recorded, callers will hear, "John Doe", "is not available to take your call. Please leave a message after the tone". To record new voicemail greetings, see Using Your Voicemail Box.

## Call Forwarding Options

Option 4 provides a menu for managing your call forward always feature. The \* code entries are also available (see Calling Features). The options allow you to activate and de-activate your call forward always as well as change and listen to the current call forwarding always destination. The call forwarding always destination number is stored in case that number is always used as the call forward destination. Option 1 to activate and option 2 to deactivate is all that is required.

## Changing Your Pass Code

Option 8 provides options to change your pass code.

## Exiting The Voice Portal

Option 9 exits the voice portal management, or you can hang up at any time.

## Repeating the Menu

Use # to repeat the menu options.

## Using Your Voicemail Box

When callers leave you a voicemail, the Phone LED on the ATA device will blink when all phones are on-hook. Also, when you pick up the phone to place a call, you will hear a stutter dial tone indicating you have a new message. When you signed up for service and provided your email address, the Unified Messaging feature was enabled. With this feature, voicemail messages will also be sent to your email address as a wav file attachment, allowing for easy playback on your home computer or mobile phone no matter where you are. Simply download the message, or many email clients supporting playback of the audio file within the email client. To listen to your messages on your home phone, simply pick up the phone and dial your home phone number. The Main Menu for your voicemail box options are:

- 1 - Listen to messages
- 2 - Change your mail box busy greeting
- 3 - Change your mail box no answer greeting
- 4 - Change your mail box extended away greeting
- 7 - Delete all messages
- 8 - To modify message deposit settings
- \* - Return to Voice Portal menu
- # - To repeat the menu

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## Listen To Your Messages

When you call into your voicemail box, the system will announce the number of new and saved messages. To listen to your messages, press 1. When you press 1, the system will begin auto-playing the first new or first saved message. Once you have listened to a message, you can choose the following options:

- 2 - To repeat the message
- 4 - To go back to the previous message
- 5 - To play back the message envelope
- 6 - To go to the next message
- 7 - To erase the message
- 8 - To call back this caller
- # - To save the message

While listening to a message, you can choose the following options to control the playback:

- 2 - To pause and un-pause message playback
- 3 - To skip ahead in the playback
- 4 - To restart the message from the beginning
- 6 - To skip ahead to the end of the message

## Change Your Mail Box Busy Greeting

To change the message callers hear when your line is busy, press 2. Initially, callers will hear the default message. If your phone supports call waiting, callers will not receive a busy greeting unless you have one caller on hold and are talking to a second caller.

- 1 - To record a new no answer greeting
- 2 - To listen to your current no answer greeting
- 3 - To revert to the default busy greeting
- \* - To return to the previous menu
- # - To repeat this menu

## Change Your Mail Box No Answer Greeting

To change the message callers hear when do not answer, press 3. Initially, callers will hear the default message.

- 1 - To record a new no answer greeting
- 2 - To listen to your current no answer greeting
- 3 - To revert to the default no answer greeting
- \* - To return to the previous menu, change your mail box extended away greeting

You can also record a greeting that can be activated when you plan on being away for an extended period of time instead of recording a new no answer greeting. This allows you to keep your no answer greeting as is. The greeting can be recorded and then activated and deactivated at any time. Once activated, it will play instead of your no answer greeting. To choose this option, press 4, then:

- 1 - To activate your extended away greeting (not played until a greeting is recorded)
- 2 - To deactivate your extended away greeting (not played unless your extended away greeting is activate)
- 3 - To record a new extended away greeting
- 4 - To listen to your current extended away greeting
- \* - To return to the previous menu
- # - To repeat this menu

## Delete All Messages

To delete all messages in your mail box, press 7.