



# Voicemail Manual

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## How to Setup Your Voice Mail

1. Enter your Voice mail access code (see below) from your home phone.
2. Enter password (default is 0000) and press #.
3. The voice mail prompts you to change your password.
4. Enter new password and press #
5. The voice mail prompts you to verify your password.
6. Re-enter password and press # to verify.
7. The voice mail verifies your password change.
8. The voice main prompts you to: Please record your custom greeting after the tone.  
When you are finished press the pound (#) key.
9. The voice mail prompts for new messages.  
If there are no new messages, you are taken to main menu.

## How Voice Mail Works

### **Voice mail answers a call**

A call is answered by your voice mail when you do not answer your phone after a designated number of rings, or when you are on the phone and do not subscribe to call waiting.

### **The message is stored in your mailbox**

The caller hears your greeting and can then leave a message. The message is stored in your mailbox until you listen to it. The mailbox holds 30 minutes of messages. You can then delete the message or keep it to play again later. New Messages are held for 30 days. Saved messages are saved for 7 days and then are deleted automatically unless they are resaved as new.

### **How your mailbox works**

Your Mailbox contains your messages, your personalized greeting, and your password. You play your messages at your home phone or any other touch tone phone by calling your system access number to reach your mailbox. You will also record your greeting and change your password through your mailbox. All the interaction with the voice mail system is confidential: no one else has access to your mailbox without your password.

### **The voice mail guides you**

At each step prompts tell you which key to press or what your options are. Pressing 0 (zero) will repeat the prompts for the menu you are using. Pressing the star key (\*) Will take you back to the previous level.

Your telephone

For complete system use, a touch tone telephone and touch tone service is required.

### **Getting started**

Call Answering starts working as soon as you subscribe by answering callers with a standard greeting and storing their messages for you.

You can listen to your messages from your own phone simply by calling the system access number. To play, keep, or delete your messages, See "Listening to your messages."

You will be prompted set up a password and then taken to your new messages or taken to the main menu.

Once entering the main menu, you can navigate to mailbox setup to record your personalized greeting or leave the default greeting in place.

## Accessing Your Mailbox From Your Home Phone

**NOTE:** When you pick up a phone from your primary phone number or location, you will hear stutter dial tone if you have new messages. If there is a normal dial tone, you have no new messages, but you may still access the voice mail service to review saved messages.

### **1. Dial your voice mail access number to enter the voice mail system.**

- 610-824-8000

• If you have a private number or are using Line Block, please refer to Line Block & Voice Mail for further instructions.

**2. The system will play the message** “Please enter your password followed by the pound key”.

### **3. Enter your password then press the pound key (#).**

• Your Password is initially set as four zeros (0000). You are prompted to change the password during the mailbox initialization process.

• If you cannot remember your password, call your customer service representative.

• Your password will be reset to four zeros (0000)

### **4. You hear the mailbox message summary**

4.1. If there are no new or saved messages, you will be taken to the main menu.

## Accessing Your Mailbox From Another Phone

**NOTE:** Toll charges may apply when dialing the access number depending on the location of the phone you are using.

### **1. Dial your voice mail access number to enter the voice mail system.**

1.1. Voice mail access numbers.

- 610-824-8000

**2. The system will play the message** “Please enter your mailbox number followed by the pound key”.

2.1. If the system plays the following message “Please enter your password followed by the pound key”.

2.2. Interrupt the system by dialing the star key (\*).

2.2.1 You will then be asked to enter your mailbox number (10 Digit Phone Number), this will allow you to enter the system as normal.

### **3. Enter your 10 digit phone number then press the pound key (#).**

**4. The system will play the message** “Please enter your password followed by the pound key”.

### **5. Enter your password then press the pound key (#) .**

• Your Password is initially set as four zeros (0000). You are prompted to change the password during the mailbox initialization process.

### **6. You hear the mailbox message summary**

6.1. If there are no new or saved messages, you will be taken to the main menu.

## Line Block And Voice Mail

If you have ordered Line Block on your number, on the initial mailbox setup you must unsuppress your telephone number by dialing \*82 before the access number.

This will allow your telephone number to be recognized by the voicemail system. If you do not send your number to our voicemail system it will not recognize your attempt to do the initial setup.

Thereafter, you may access your mailbox by one of the following way...

- Dial\*82 and then the 10 digit access number.

## Note

- You can call the system access number from a local or long distance area, but of course, long distance charges may apply.
- The way you will know if you have messages is by hearing a stutter dial tone.(beep, beep, beep)
- You can listen to the messages right away or you can simply dial.

# Voice Mail at a Glance

## Message Menu



## Main Menu



\*\* Future Business Feature Option

## Message Retrieval Menu



## Greeting Menu



## Mailbox Setup Menu



## Listening To Your New Messages

**NOTE:** Your phone may have a message-waiting light to indicate new messages, or you may hear a special dial tone when you pick up the handset. When you play your messages, you hear new messages first, followed by stored messages.

### **1. Access the voice mail system.**

1.1. Refer to one of the following sections.

- Accessing your voicemail from home.
- Accessing your voicemail from another phone.

### **2. The system will play the message** “You have (X) new messages and (X) saved messages”.

2.1. The system will play the message menu.

### **3. Press 1 to listen to new messages.**

### **4. Hear your first new message and call information.**

4.1. The system will play the message retrieval menu.

### **5. Select how to handle the message.**

- To play the message press 1
- To save this message and play the next message press 2
- To delete this message and play the next message press 3
- To save this message as new press 4
- To return this call press 5
- To forward the message to another mailbox press 6
- To hear these instructions again press 0
- To return to the main menu press the star key (\*)

### **6. When you have retrieved all of your new messages, the system will play a message associated with how you handled the message(s).**

6.1. If you are finished with your voice mail session, you may hang up the phone.

6.2. Press the star key (\*) to return to the main menu.

**Note:** If you hang up or end your session before selecting how you wish to handle a message in step 5, the system will keep the message as new.



## Listening To Your Saved Messages

**NOTE:** The voice mail system will automatically delete unheard new messages after 30 days & saved messages 7 days after they have been saved. Once they have been deleted they cannot be recovered. To prevent the deletion of saved messages you wish to keep, save the desired message as new and re-save the message before the 7 day deletion period or leave as new for the 30 day retention period.

### **1. Access the voice mail system.**

1.1. Refer to one of the following sections.

- Accessing your voicemail from home.
- Accessing your voicemail from another phone.

### **2. The system will play the message** “You have zero (X) new messages and (X) saved messages”.

2.1. The system will play the message menu.

### **3. Press 2 to listen to saved messages.**

### **4. Hear your first new message and call information.**

4.1. The system will play the message menu.

### **5. Select how to handle the message.**

- To play the message press 1
- To save this message and play the next message press 2
- To delete this message and play the next message press 3
- To save this message as new press 4
- To return this call press 5
- To forward the message to another mailbox press 6
- To hear these instructions again press 0
- To return to the main menu press the star key (\*)

### **6. When you have retrieved all of your new messages, the system will play a message associated with how you handled the message(s).**

6.1. If you are finished with your voice mail session, you may hang up the phone.

6.2. Press the star key (\*) to return to the main menu.

## Changing Your Password

Your password protects the security of your mailbox. Your password can only be changed by a user who has already logged into the mailbox. If you forget your password the system administrator can only reset it to four zeros (0000).

### **1. Access the voice mail system.**

1.1. Refer to one of the following sections.

- Accessing your voicemail from home.
- Accessing your voicemail from another phone.

### **2. If you have any new or saved messages, the system will play the message “You have (X) new messages and (X) saved messages”.**

2.1. The system will play the message menu.

2.2. Press the star key (\*) to return to the main menu.

### **3. If you do not have any new or saved messages, the system will play the message “There are no messages”.**

3.1. The system will take you to the main menu.

### **4. Press 9 to access the mailbox setup menu.**

4.1. The system will play the setup menu.

### **5. Press 2 to change your password.**

5.1. The system will play the message “Please enter your new password followed by the pound key”.

### **6. Enter your new password then the pound key (#).**

6.1. The system will play the message “Verify your new password by re-entering it now followed by the pound key”.

### **7. Re-enter your password then the pound key (#).**

7.1. The system will play the message “Your password has been changed”.

### **8. The system will play the mailbox setup menu.**

8.1. Select another option if you wish to continue with mailbox setup.

8.2. If you are finished with mailbox setup, you may now hang up the phone.

8.3. Press the star key (\*) to return to the main menu.

## Recording Your First Greeting

You can record a personalized greeting, including information such as your number or name, or you can use the standard greeting supplied by the voice mail system, which does not contain any personal identification.

The First Greeting Recorded Is Greeting Zero (0).

### **1. Access the voice mail system.**

1.1. Refer to one of the following sections.

- Accessing your voicemail from home.
- Accessing your voicemail from another phone.

### **2. If you have any new or saved messages, the system will play the message “You have (X) new messages and (X) saved messages”.**

2.1. The system will play the message menu.

2.2. Press the star key (\*) to return to the main menu.

### **3. If you do not have any new or saved messages, the system will play the message “There are no messages”.**

3.1. The system will take you to the main menu.

### **4. Press 9 to access the setup menu.**

4.1. The system will play the setup menu.

### **5. Press 1 to access the greeting menu.**

5.1. The system will play the message “There is currently no greeting recorded”.

5.2. The system will play the greeting menu.

### **6. Press 2 to record your greeting.**

6.1. The system will play the message “Please record your custom greeting after the tone. When you are finished press the pound key”.

### **7. Record your greeting after the tone and press the pound key (#).**

7.1. The system will play the message “Greeting saved”.

### **8. The system will play the greeting menu.**

8.1. If desired, press 1 to review your greeting.

8.2. If desired, press 2 to re-record your greeting.

8.3. If you are finished with mailbox setup, you may now hang up the phone.

8.4. Press the star key (\*) to return to the main menu.

## Record Alternate Greetings

Alternate greetings can be recorded for special occasions or to change the style of greeting. For business subscribers they can be recorded to alternate between holidays, snow days or general close of business allowing the main greeting to be unaltered.

### Alternate Greetings Can Be Recorded As Greetings 1-9

#### 1. Access the voice mail system.

1.1. Refer to one of the following sections.

- Accessing your voice mail from home.
- Accessing your voice mail from another phone.

#### 2. If you have any new or saved messages, the system will play the message "You have (X) new messages and (X) saved messages".

2.1. The system will play the message menu.

2.2. Press the star key (\*) to return to the main menu.

#### 3. If you do not have any new or saved messages, the system will play the message "There are no messages".

3.1. The system will take you to the main menu.

#### 4. Press 9 to access the setup menu.

4.1. The system will play the setup menu.

#### 5. Press 1 to access the greeting menu.

5.1. The system will play the greeting menu.

#### 6. Press 5 to pick a new greeting.

6.1. The system will play the message "Please enter the greeting number or press star for the current active greeting".

#### 7. Press the greeting number you wish to record.

7.1. The system will play the message "Your current greeting is (X). There is currently no greeting recorded".

7.2. The system will play the greeting menu.

#### 8. Press 2 to record your greeting.

8.1. The system will play the message "Please record your custom greeting after the tone. When you are finished press the pound key".

#### 9. Record your greeting after the tone and press the pound key (#).

9.1. The system will play the message "Greeting saved".

#### 10. The system will play the greeting menu.

10.1. If desired, press 1 to review your greeting.

10.2. Press 5 to set your greeting back to greeting 0 if desired.

10.3. Select another option if you wish to continue with the greeting setup.

10.4. If you are finished with mailbox setup, you may now hang up the phone.

10.5. Press the star key (\*) to return to the main menu.

## Re-Record Your Greetings

The First Greeting Recorded Is Greeting Zero (0). Alternate Greetings Are Recorded As Greetings 1-9

### **1. Access the voice mail system.**

1.1. Refer to one of the following sections.

- Accessing your voicemail from home.
- Accessing your voicemail from another phone.

### **2. If you have any new or saved messages, the system will play the message “You have (X) new messages and (X) saved messages”.**

2.1. The system will play the message menu.

2.2. Press the star key (\*) to return to the main menu.

### **3. If you do not have any new or saved messages, the system will play the message “There are no messages”.**

3.1. The system will take you to the main menu.

### **4. Press 9 to access the setup menu.**

4.1. The system will play the setup menu.

### **5. Press 1 to access the greeting menu.**

5.1. The system will play the greeting menu.

### **6. Press 2 to re-record current greeting.**

6.1. The system will play the message “Please record your custom greeting after the tone. When you are finished press the pound key”.

6.2. Record your greeting after the tone and press the pound key (#).

6.2.1 The system will play the message “Greeting saved”.

### **7. Press 5 to pick a new greeting.**

7.1. The system will play the message “Please enter the greeting number or press star for the current active greeting”.

7.2. Press the greeting number you wish to record.

7.2.1 The system will play the message “Your current greeting is (X)”.

7.2.2 The system will play the greeting menu.

7.3. Press 2 to re-record your greeting.

7.3.1 The system will play the message “Please record your custom greeting after the tone. When you are finished press the pound key”.

7.4. Record your greeting after the tone and press the pound key (#).

7.4.1 The system will play the message “Greeting saved”.

### **8. The system will play the greeting menu.**

8.1. If desired, press 1 to review your greeting.

8.2. If you are finished with mailbox setup, you may now hang up the phone.

8.3. Press the star key (\*) to return to the main menu.

## Change Your Greetings

The First Greeting Recorded Is Greeting Zero (0). Alternate Greetings Are Recorded As Greetings 1-9

### **1. Access the voice mail system.**

1.1. Refer to one of the following sections.

- Accessing your voicemail from home.
- Accessing your voicemail from another phone.

### **2. If you have any new or saved messages, the system will play the message “You have (X) new messages and (X) saved messages”.**

2.1. The system will play the message menu.

2.2. Press the star key (\*) to return to the main menu.

### **3. If you do not have any new or saved messages, the system will play the message “There are no messages”.**

3.1. The system will take you to the main menu.

### **4. Press 9 to access the setup menu.**

4.1. The system will play the setup menu.

### **5. Press 1 to access the greeting menu.**

5.1. The system will play the greeting menu.

### **6. Press 5 to pick a new greeting.**

6.1. The system will play the message “Please enter the greeting number or press star for the current active greeting”.

### **7. Press the greeting number you wish to have active.**

7.1. The system will play the message “Your current greeting is (X)”. 7.1.1 If no greeting is recorded, see “Recording Alternate Greeting”

### **8. The system will play the greeting menu.**

8.1. If desired, press 1 to review your greeting.

8.2. Press 5 to select a different greeting.

8.3. Select another option if you wish to continue with the greeting setup. 8.4.

If you are finished with mailbox setup, you may now hang up the phone. 8.5.

Press the star key (\*) to return to the main menu.

## Recording Your Name

Your recorded name is called your personal verification. This option plays for your callers and other call answering and voice messaging users to identify your mailbox or submailbox.

### **1. Access the voice mail system.**

1.1. Refer to one of the following sections.

- Accessing your voicemail from home.
- Accessing your voicemail from another phone.

### **2. If you have any new or saved messages, the system will play the message “You have (X) new messages and (X) saved messages”.**

2.1. The system will play the message menu.

2.2. Press the star key (\*) to return to the main menu.

### **3. If you do not have any new or saved messages, the system will play the message “There are no messages”.**

3.1. The system will take you to the main menu.

### **4. Press 9 to access the setup menu.**

4.1. The system will play the setup menu.

### **5. Press 8 to record your name.**

5.1. The system will play the message “Please record your name after the tone. When you are finished press the pound key”.

### **6. Record your name then press the pound key (#).**

6.1. The system will play the message “Name saved”.

### **7. The system will play the setup menu.**

7.1. To re-record your name press 8.

7.2. Select another option if you wish to continue with the setup menu.

7.3. If you are finished with mailbox setup, you may now hang up the phone.

7.4. Press the star key (\*) to return to the main menu.

## Change Your Language Settings

Allows changing the languages between English and Spanish.

### **1. Access the voice mail system.**

1.1. Refer to one of the following sections.

- Accessing your voicemail from home.
- Accessing your voicemail from another phone.

### **2. If you have any new or saved messages, the system will play the message “You have (X) new messages and (X) saved messages”.**

2.1. The system will play the message menu.

2.2. Press the star key (\*) to return to the main menu.

### **3. If you do not have any new or saved messages, the system will play the message “There are no messages”.**

3.1. The system will play the main menu.

### **4. Press 9 to access the setup menu.**

4.1. The system will play the setup menu.

### **5. Press 5 to change your language setting.**

5.1. The system will play the message “To hear instructions in English press

1. To hear instructions in Spanish press 3 (Spoken in Spanish)”.

### **6. Select your Language Preference.**

6.1. The system will play the message “Language changed”.

### **7. The system will play the setup menu.**

7.1. If you are finished with mailbox setup, you may now hang up the phone.

7.2. Press the star key (\*) to return to the main menu.



## Playing The Current Date And Time

Plays the current time and date in the voice mail system.

### **1. Access the voice mail system.**

1.1. Refer to one of the following sections.

- Accessing your voicemail from home.
- Accessing your voicemail from another phone.

### **2. If you have any new or saved messages, the system will play the message “You have (X) new messages and (X) saved messages”.**

2.1. The system will play the message menu.

2.2. Press the star key (\*) to return to the main menu.

### **3. If you do not have any new or saved messages, the system will play the message “There are no messages”.**

3.1. The system will play the main menu.

### **4. Press 7 to play the current time and date.**

4.1. The system will play the current time and then the current date.

### **5. The system will play the main menu.**

5.1. If you are finished, you may now hang up the phone. 5.2. Press the star key (\*) to return to the main menu.