

### **1<sup>st</sup> Time Set-up**

The first time you enter Voice Mail, the system will prompt you through a tutorial to establish your personal passcode, record a greeting, and record your name. Follow the instructions and remember that you can change these entries any time and as often as you wish.

**Before you enter the system, chose a personal passcode** and write it down. The passcode should be a random number, 4 to 10 digits long.

**You should also decide how you wish to identify yourself and what you want to say in your greeting.** First you will be prompted to record your personal greeting. Be sure to say something that identifies you (your first and/or last name or phone number) and a greeting which states that you are unavailable, and the caller should leave their name, telephone number and a brief message and you will get back to them. Remember, you may change this greeting as often as you wish.

Next you will be prompted to record “only your first and last name.” This recording will be used to let callers know whose mailbox they have reached. You may wish to identify more than one person in your household or to state your telephone number rather than your name. For example, you may wish to say “John and Jane Smith” or “The John Smith Family” or “715-744-1234.” This will be used with some default messages which you may choose at a later time.

### **Now you are ready to begin.**

**Dial 715-744-6245** to access the Voice Mail System. The instructions are easy to follow and will be repeated as necessary.

You have now completed the initial set up. Remember, you may change you passcode, name or message at any time by dialing 715-744-6245 (715-744-MAIL) and following the recorded instructions.

**If you are not calling from your own line that has voice mail, dial 715-744-MAIL** (include the “1” if you are calling long distance.) **Enter** your 7-digit telephone number, **followed by \***. You will then be instructed to enter your passcode, personal greeting and name as stated above. If you are calling from another line that also has a mailbox on our system, press \* both before and after your 7-digit telephone number.

## **Entering the Voice Mail**

### **To Retrieve Messages or Change Set-up**

**Dial 715-744-MAIL** (715-744-6245). **Enter your passcode** and follow the instructions. You will be advised if you have new messages and how to retrieve them. After each message you will be prompted to keep or discard the message. You will also be prompted to enter User Options so that you may change your greeting.

**If you are not calling from your own line that has voice mail, dial 715-744-MAIL** (include the “1” if you are calling long distance). **Enter your mailbox number, followed by \***. You will be prompted for your passcode and given instructions for retrieving messages and accessing other features. If you are calling from another line that has a mailbox on our system, press \* both before and after your telephone number.

## **Additional Features**

**As you listen to your messages you will be prompted to use the following keys:**

P - Play message	7
P - Play again	7
K - Keep message	5
D - Discard message	3
T - Skip to next message	8
TI - Time stamp	8-4

### **User Options Terminology:**

**Primary personal greeting** is the greeting you record with both your name and message.

**General greeting** is a pre-recorded message with only your name inserted.

**Conditional personal greetings** play different messages when your line is busy, when your line is in permanent call forwarding and when you do not answer the call.

The system will prompt you for your selections. If you make a mistake or change your mind, simply go through the steps again.