

## Voicemail Setup Guide

### Voicemail Setup Instructions

#### ADMINISTRATOR INSTRUCTIONS

##### RECORD YOUR GROUP GREETING

From the phone subscribed to the service:

1. Dial xxx-MAIL.
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 xxx-MAIL.
2. When prompted to enter your mailbox ID, 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 re-record your greeting. When finished recording, press #.

#### GENERAL USER INSTRUCTIONS

##### ACCESS YOUR VOICE MAILBOX

From the phone subscribed to the service:

1. Dial xxx-MAIL.
2. Enter your single digit sub-mailbox ID (1-9).
3. If prompted, enter your password and then #.

From a different phone:

1. Dial xxx-MAIL.
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

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

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 #.

**Important Note:** 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.

#### 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.

##### WHEN RETRIEVING MESSAGES, YOU CAN:

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



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