

How Voicemail Works Using Telephone Access

Voicemail Answers A Call

A call is answered by your voicemail 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 Voicemail Guides You

At each step prompts tell you which key to press or what your options are. Pressing the star key (*) will take you back to the previous level in most menus.

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, Refer to “Listening To Your New Messages” & “Listening To Your Saved Messages”

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

When you use call answering for the first time, we recommend you change your password.

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.

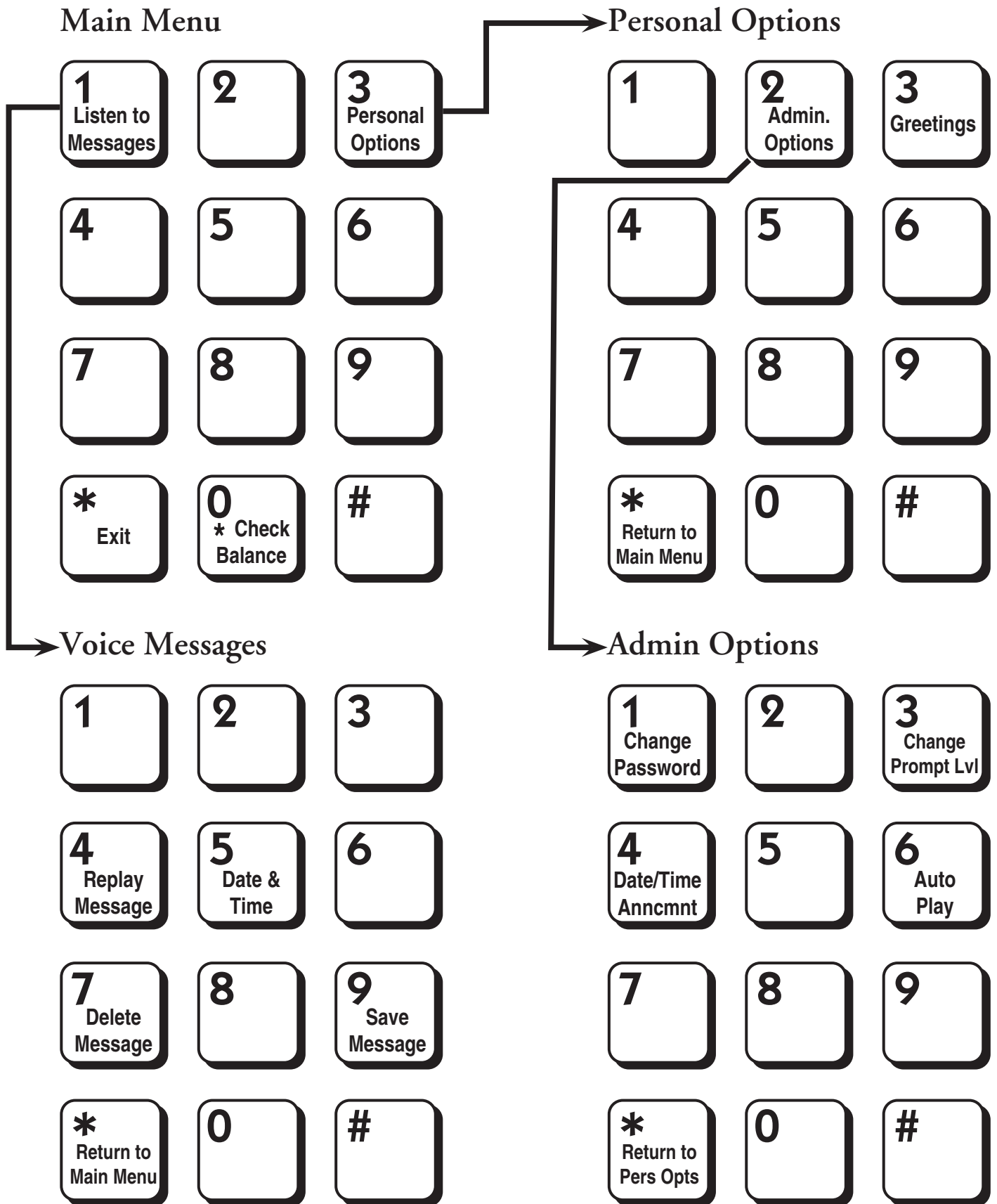
1. Dial your voicemail speed dial number ***98** to enter the voice mail system.
 - If you have a private number or are using Line Block, please refer to “**Line Block & Voicemail**” for further instructions.
 - Voicemail has been set by user to “**Always ask for Password**” in the “**Self-Care Portal**”.
 - A. The system will play the message “**Please enter your password and press pound**”.
 - I. Enter your password then press the pound key (#).
 - II. If you cannot remember your password.
 - a. Call your customer service representative.
 - b. Login to your “**Self-Care Portal**” to view password.
2. The system will play a message indicating one of the following using the default access settings.
 - A. Number of new voice messages.
 - I. Example - “**You have (3) new messages**”.
 - B. Number of voice messages in your mailbox.
 - I. Example - “**You have (2) messages**”.
 - C. No voice Messages in mailbox.
 - I. Example - “**You have no messages**”.
3. The Main Menu options will play.
 - Listen To Voice Messages Press 1.
 - *This prompt will not play is the mailbox is empty.*
 - Personal Options Press 3.
 - Check Balance Press 0.
 - This option IS ONLY available to subscribers using SIP (Session Initiation Protocol) Telephone Service
 - Exit Press Star (*).
4. Select the option you wish to use or hang up to disconnect call.

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 voicemail access number **570-536-6060** to enter the voice mail system.
 - If you have a private number or are using Line Block, please refer to “**Line Block & Voicemail**” for further instructions.
 - Voicemail has been set by user to “**Always ask for Password**” in the “**Self-Care Portal**”.
2. The System will Play the message “**Please enter your account number and press pound**”.
 - A. Enter 1 + 10 digit telephone number then press the pound key (#).
3. The system will play the message “**Please enter your password and press pound**”.
 - A. Enter your password then press the pound key (#).
 - B. If you have changed your password and cannot remember your password.
 - I. Call your customer service representative.
 - II. Login to your “**Self-Care Portal**” to view password.
4. The system will play a message indicating one of the following using the default access settings.
 - A. Number of new voice messages.
 - I. Example - “**You have (3) new messages**”.
 - B. Number of voice messages in your mailbox.
 - I. Example - “**You have (2) messages**”.
 - C. No voice Messages in mailbox.
 - I. Example - “**You have no messages**”.
5. The Main Menu options will play.
 - Listen To Voice Messages Press 1.
 - *This prompt will not play is the mailbox is empty.*
 - Personal Options Press 3.
 - Check Balance Press 0.
 - This option IS ONLY available to subscribers using SIP (Session Initiation Protocol) Telephone Service
 - Exit Press Star (*).
6. Select the option you wish to use or hang up to disconnect call.

Quick Reference Guide - Phone Access to Voicemail



* This option IS ONLY available to subscribers using SIP (Session Initiation Protocol) Telephone Service

Listening To Your New Messages

- 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.
- **The voicemail system will automatically delete unheard new messages after 30 days.**

1. Access the voicemail system.
 - A. Refer to one of the following sections.
 - I. “**Accessing Your Voice Mail From Home**”.
 - II. “**Accessing Your Voice Mail From Another Phone**”.
2. The System will play the message “**You have (X) new messages**”.
3. The System will play the **Main Menu**.
 - Listen To Voice Messages Press 1.
 - Personal Options Press 3.
 - Check Balance Press 0.
 - This option IS ONLY available to subscribers using SIP (Session Initiation Protocol) Telephone Service
 - Exit Press Star (*).
4. Press 1 to listen to New Voice Messages.
 - A. The System will play the message “**First Message**” if there are multiple new messages.
 - I. The System will play the “**New**” voice message.
 - II. The System will play the message “**End of Message**”.
5. The System will play the **Message Options**.
 - Replay Message Press 4.
 - Date & Time Press 5.
 - Delete Message Press 7.
 - Save Message Press 9.
 - Return To The Main Menu Press Star (*).
 - A. Select the desired prompt.
 - I. Select Save or Delete message to move to the next message when multiple new messages are present.
6. The System will Play the message “**Next Message**” when multiple new messages are present.
 - A. The System will play the next “**New**” voice message.
 - B. The System will play the message “**End of Message**”.
7. Repeat Step 5 & 6 until all “**New**” voice messages have been played.
8. The system will play the message “**End of New Messages**” when all new messages have been addressed.
9. The System will play the **Main Menu**.
 - A. Select the option you wish to use or hang up to disconnect call.

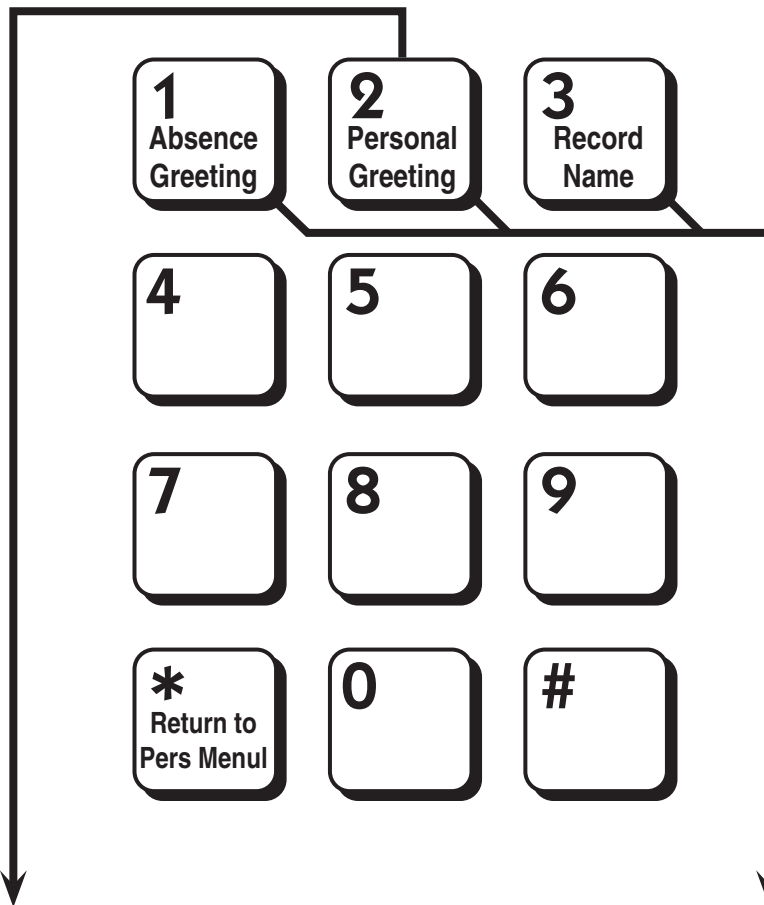
NOTE: If you hangup or end your session before selecting how you wish to handle a message in step 4, the system will save the message as if you have listened to the entire message.

Listening To Your Saved Messages

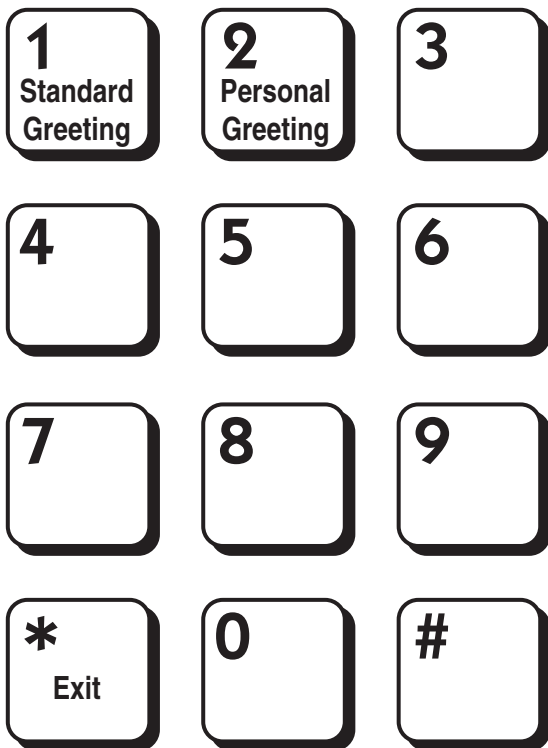
- **The voicemail system will automatically delete unheard saved messages 7 days after they have been saved. Once they have been deleted they cannot be recovered.**
- To prevent the deletion of saved messages you wish to keep, Proceed to “**Setting up External E-mail**” in the **Self-Care Portal** section of this guide.

1. Access the voicemail system.
 - A. Refer to one of the following sections.
 - I. “**Accessing Your Voice Mail From Home**”.
 - II. “**Accessing Your Voice Mail From Another Phone**”.
2. The System will play the message “**You have (X) messages**”.
3. The System will play the **Main Menu**.
 - Listen To Voice Messages Press 1.
 - Personal Options Press 3.
 - Check Balance Press 0.
 - This option IS ONLY available to subscribers using SIP (Session Initiation Protocol) Telephone Service
 - Exit Press Star (*).
4. Press 1 to listen to **Voice Messages**.
 - A. The System will play the message “**First Message**” if there are multiple messages.
 - I. The System will play the “**Saved**” voice message.
 - II. The System will play the message “**End of Message**”.
5. The System will play the **Message Options**.
 - Replay Message Press 4.
 - Date & Time Press 5.
 - Delete Message Press 7.
 - Save Message Press 9.
 - Return To The Main Menu Press Star (*).
 - A. Select the desired prompt.
 - I. Select Save or Delete message to move to the next message when multiple new messages are present.
6. The System will Play the message “**Next Message**” when multiple new messages are present.
 - A. The System will play the next “**Saved**” voice message.
 - B. The System will play the message “**End of Message**”.
7. Repeat Step 5 & 6 until you reach the desired saved voice message.
8. The system will play the prompt “**End of New Messages**” when all new messages have been addressed.
9. The System will play the **Main Menu**.
 - A. Select the option you wish to use or hang up to disconnect call.

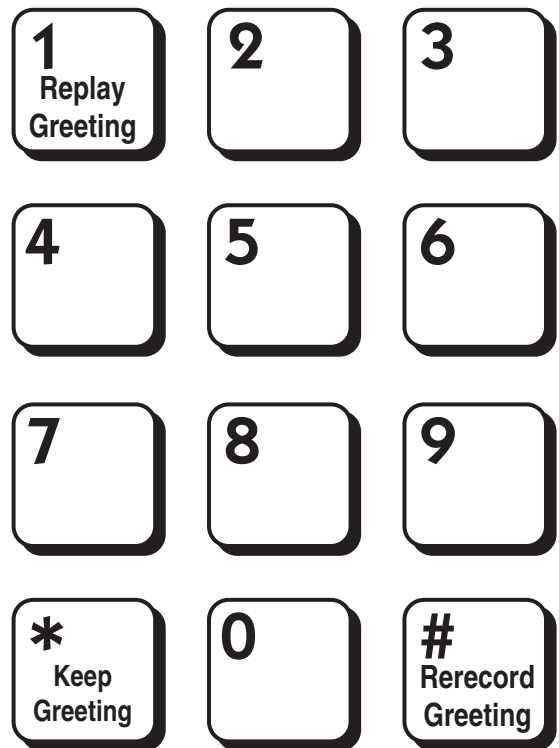
Greetings Menu At A Glance



Personal Greeting



Recording Options



Recording A Personal Greeting

- **The System Will Play - “Your Recorded Greeting + Tone”.**

1. Access the voicemail system.
 - A. Refer to one of the following sections.
 - I. “**Accessing Your Voice Mail From Home**”.
 - II. “**Accessing Your Voice Mail From Another Phone**”.
2. The System will play the message “**You have (X) messages**” if there are saved messages in your mailbox.
3. The System will play the **Main Menu**.
 - Listen To Voice Messages Press 1.
 - Personal Options Press 3.
 - Check Balance Press 0.
 - This option IS ONLY available to subscribers using SIP (Session Initiation Protocol) Telephone Service
 - Exit Press Star (*).
4. Press 3 to Enter the **Personal Options Menu**.
 - A. The System will play the Personal Options.
 - Administrative Options Press 2.
 - Greetings Press 3.
 - Return To Main Menu Press Star (*).
5. Press 3 to Enter the **Greetings Menu**.
 - A. The System will play the Greetings Options.
 - Extended Absence Greeting Press 1.
 - Personal Greeting Press 2.
 - Recorded Name Press 3.
 - Return To Personal Options Press Star (*).
6. Press 2 to Enter the **Personal Greeting Menu**.
 - A. The System will play the Personal Greeting Options.
 - To Select The Standard Greeting Press 1.
 - To Record The Personal Greeting Press 2.
 - Exit Press Star (*).
7. Press 2 to Record your **Personal Greeting**.
 - A. The system will play the message “**At the tone record your greeting. To Finish recording press pound (#)**”.
 - B. After Pressing pound (#), the system will play the message “**Your personal greeting has been recorded as**”.
 - I. The system will play the “**Recorded Greeting**” back.
 - II. After playback, the system will play the following prompts.
 - To Keep The Greeting Press pound (#).
 - To Rerecord The Greeting Press Star (*).
 - To Replay Greeting Press 1.
 - C. Select the menu item you wish to use.
8. The System will play the **Greeting Menu**.
 - A. Select the option you wish to use or hang up to disconnect call.

Recording an Extended Absence Greeting

- **The System Will Play - “Your Recorded Greeting + Tone”.**

1. Access the voicemail system.
 - A. Refer to one of the following sections.
 - I. “**Accessing Your Voice Mail From Home**”.
 - II. “**Accessing Your Voice Mail From Another Phone**”.
2. The System will play the message “**You have (X) messages**” if there are saved messages in your mailbox.
3. The System will play the **Main Menu**.
 - Listen To Voice Messages Press 1.
 - Personal Options Press 3.
 - Check Balance Press 0.
 - This option IS ONLY available to subscribers using SIP (Session Initiation Protocol) Telephone Service
 - Exit Press Star (*).
4. Press 3 to Enter the **Personal Options Menu**.
 - A. The System will play the Personal Options.
 - Administrative Options Press 2.
 - Greetings Press 3.
 - Return To Main Menu Press Star (*).
5. Press 3 to Enter the **Greetings Menu**.
 - A. The System will play the Personal Options.
 - Extended Absence Greeting Press 1.
 - Personal Greeting Press 2.
 - Recorded Name Press 3.
 - Return To Personal Options Press Star (*).
6. Select 1 to Record your **Extended Absence Greeting**.
 - A. The system will play the message “**At the tone record your greeting. To Finish recording press pound (#)**”.
 - B. After Pressing pound (#), the system will play the message “**Your extended absence greeting has been recorded as**”.
 - I. The system will play the “**Recorded Greeting**” back.
 - II. After playback, the system will play the following prompts.
 - To Keep The Greeting Press pound (#).
 - To Rerecord The Greeting Press Star (*).
 - To Replay Greeting Press 1.
 - C. Select the menu item you wish to use.
7. The System will play the **Greeting Menu**.
 - A. Select the option you wish to use or hang up to disconnect call.

Recording Your Name In A Basic System Greeting

- **The System Will Play** - “*You have reached (Your Recorded Name). Please leave a message. + Tone*”.

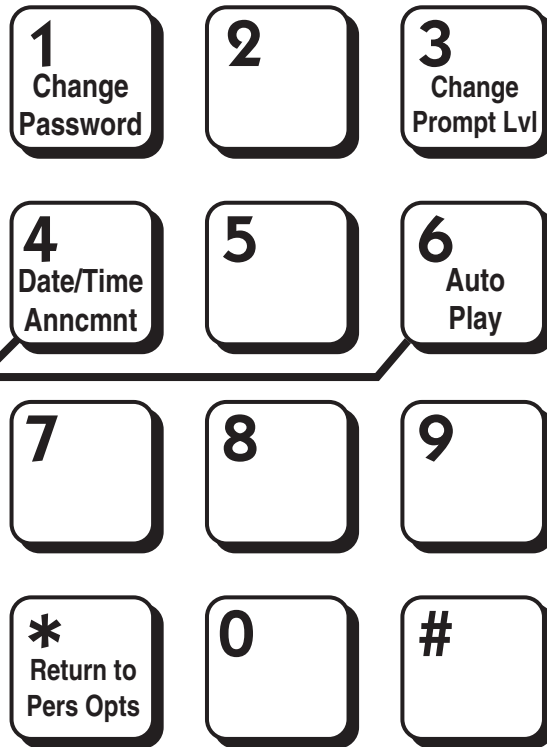
1. Access the voicemail system.
 - A. Refer to one of the following sections.
 - I. “**Accessing Your Voice Mail From Home**”.
 - II. “**Accessing Your Voice Mail From Another Phone**”.
2. The System will play the message “**You have (X) messages**” if there are saved messages in your mailbox.
3. The System will play the **Main Menu**.
 - Listen To Voice Messages Press 1.
 - Personal Options Press 3.
 - Check Balance Press 0.
 - This option IS ONLY available to subscribers using SIP (Session Initiation Protocol) Telephone Service
 - Exit Press Star (*).
4. Press 3 to Enter the **Personal Options Menu**.
 - A. The System will play the Personal Options.
 - Administrative Options Press 2.
 - Greetings Press 3.
 - Return To Main Menu Press Star (*).
5. Press 3 to Enter the **Greetings Menu**.
 - A. The System will play the Greetings.
 - Extended Absence Greeting Press 1.
 - Personal Greeting Press 2.
 - Recorded Name Press 3.
 - Return To Personal Options Press Star (*).
6. Select 3 to Record your **Name**.
 - A. The system will play the message “**At the tone record your greeting. To Finish recording press pound (#)**”.
 - B. After Pressing pound (#), the system will play the message “**Your extended absence greeting has been recorded as**”.
 - I. The system will play the “**Recorded Name**” back.
 - II. After playback, the system will play the following prompts.
 - To Keep The Greeting Press pound (#).
 - To Rerecord The Greeting Press Star (*).
 - To Replay Greeting Press 1.
 - C. Select the menu item you wish to use.
7. The System will play the **Greeting Menu**.
 - A. Select the option you wish to use or hang up to disconnect call.

Turning On The Standard System Greeting

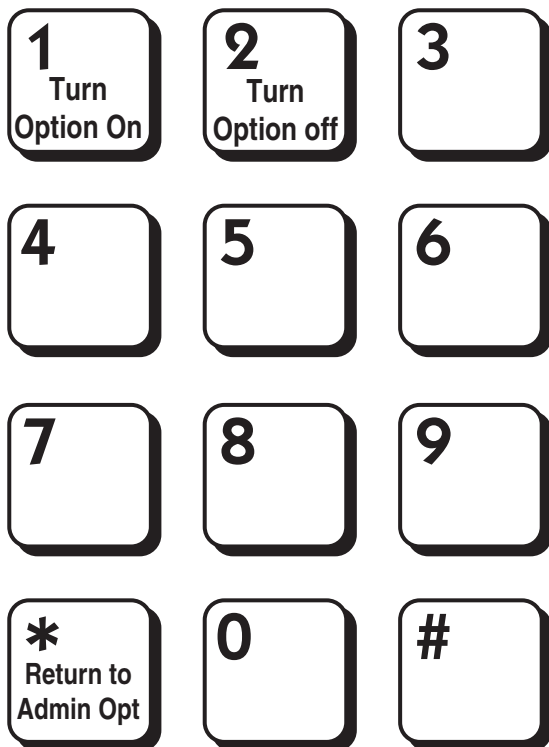
- **The System Will Play The Default Greeting - “The person you are trying to reach is not available. Please leave a message. + Tone”.**

1. Access the voicemail system.
 - A. Refer to one of the following sections.
 - I. “**Accessing Your Voice Mail From Home**”.
 - II. “**Accessing Your Voice Mail From Another Phone**”.
2. The System will play the message “**You have (X) messages**” if there are saved messages in your mailbox.
3. The System will play the **Main Menu**.
 - Listen To Voice Messages Press 1.
 - Personal Options Press 3.
 - Check Balance Press 0.
 - This option IS ONLY available to subscribers using SIP (Session Initiation Protocol) Telephone Service
 - Exit Press Star (*).
4. Press 3 to Enter the **Personal Options Menu**.
 - A. The System will play the Personal Options.
 - Administrative Options Press 2.
 - Greetings Press 3.
 - Return To Main Menu Press Star (*).
5. Press 3 to Enter the **Greetings Menu**.
 - A. The System will play the Greetings.
 - Extended Absence Greeting Press 1.
 - Personal Greeting Press 2.
 - Recorded Name Press 3.
 - Return To Personal Options Press Star (*).
6. Press 2 to Enter the **Personal Greeting Menu**.
 - A. The System will play the Personal Greeting.
 - To Select The Standard Greeting Press 1.
 - To Record The Personal Greeting Press 2.
 - Exit Press Star (*).
7. Press 1 to Select the **Standard Greeting**.
8. The System will play the **Greeting Menu**.
 - A. Select the option you wish to use or hang up to disconnect call.

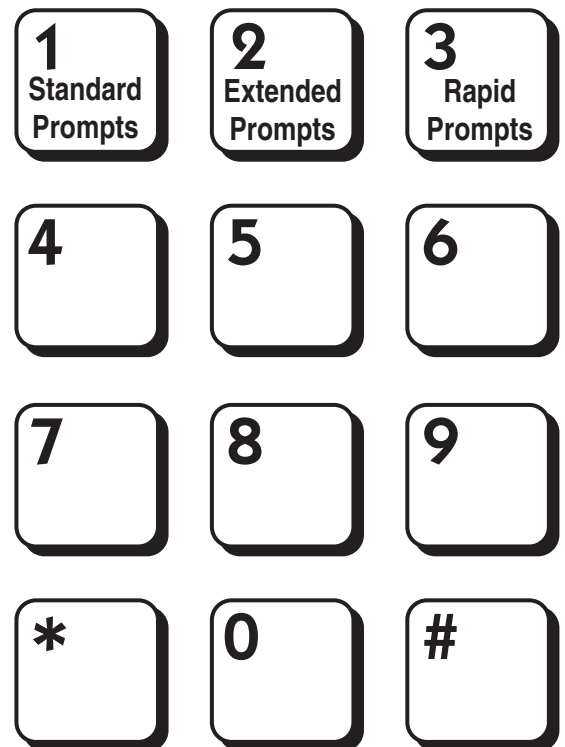
Administrative Options At A Glance



Options On / Off



Prompt Level Options



Changing Your Password

1. Access the voicemail system.
 - A. Refer to one of the following sections.
 - I. “**Accessing Your Voice Mail From Home**”.
 - II. “**Accessing Your Voice Mail From Another Phone**”.
2. The System will play the message “**You have (X) messages**” if there are saved messages in your mailbox.
3. The System will play the **Main Menu**.
 - Listen To Voice Messages Press 1.
 - Personal Options Press 3.
 - Check Balance Press 0.
 - This option IS ONLY available to subscribers using SIP (Session Initiation Protocol) Telephone Service
 - Exit Press Star (*).
4. Press 3 to Enter the **Personal Options Menu**.
 - A. The System will play the Personal Options.
 - Administrative Options Press 2.
 - Greetings Press 3.
 - Return To Main Menu Press Star (*).
5. Press 2 to Enter the **Administrative Options Menu**.
 - A. The System will play the Administrative Options.
 - Change Password Press 1.
 - Change Prompt Level Press 3.
 - Date & Time Announcement Press 4.
 - Auto Play Press 6.
 - Return To Personal Options Press Star (*).
6. Press 1 to **Change Password**.
 - A. The System will play the message “**The password can be up to 10 digits long. Please enter a new password and press pound**”.
7. Enter New Password and Press Pound (#).
 - A. After changing the password, the system will play the message “**The new password is (Password You Entered)**”.
8. The System will play the **Administrative Options Menu**.
 - A. Select the option you wish to use or hang up to disconnect call.

Changing The Prompt Level

1. Access the voicemail system.
 - A. Refer to one of the following sections.
 - I. “**Accessing Your Voice Mail From Home**”.
 - II. “**Accessing Your Voice Mail From Another Phone**”.
2. The System will play the message “**You have (X) messages**” if there are saved messages in your mailbox.
3. The System will play the **Main Menu**.
 - Listen To Voice Messages Press 1.
 - Personal Options Press 3.
 - Check Balance Press 0.
 - This option IS ONLY available to subscribers using SIP (Session Initiation Protocol) Telephone Service
 - Exit Press Star (*).
4. Press 3 to Enter the **Personal Options Menu**.
 - A. The System will play the Personal Options.
 - Administrative Options Press 2.
 - Greetings Press 3.
 - Return To Main Menu Press Star (*).
5. Press 2 to Enter the **Administrative Options Menu**.
 - A. The System will play the Administrative Options.
 - Change Password Press 1.
 - Change Prompt Level Press 3.
 - Date & Time Announcement Press 4.
 - Auto Play Press 6.
 - Return To Personal Options Press Star (*).
6. Press 3 to **Change Prompt Level**.
 - A. The System will play the message “**You are using (Current Level) Prompts**”.
 - B. The System will play the Prompt Level Options.
 - Standard Prompts Press 1.
 - Extended Prompts Press 2.
 - Rapid Prompts Press 3.
7. Select your Desired Prompt Level.
 - A. After changing the level, the system will play the message “**You have selected (Entered Level) Prompts**”.
8. The System will play the **Administrative Options Menu**.
 - A. Select the option you wish to use or hang up to disconnect call.

Date / Time Announcement

1. Access the voicemail system.
 - A. Refer to one of the following sections.
 - I. “**Accessing Your Voice Mail From Home**”.
 - II. “**Accessing Your Voice Mail From Another Phone**”.
2. The System will play the message “**You have (X) messages**” if there are saved messages in your mailbox.
3. The System will play the **Main Menu**.
 - Listen To Voice Messages Press 1.
 - Personal Options Press 3.
 - Check Balance Press 0.
 - This option IS ONLY available to subscribers using SIP (Session Initiation Protocol) Telephone Service
 - Exit Press Star (*).
4. Press 3 to Enter the **Personal Options Menu**.
 - A. The System will play the Personal Options.
 - Administrative Options Press 2.
 - Greetings Press 3.
 - Return To Main Menu Press Star (*).
5. Press 2 to Enter the **Administrative Options Menu**.
 - A. The System will play the Administrative Options.
 - Change Password Press 1.
 - Change Prompt Level Press 3.
 - Date / Time Announcement Press 4.
 - Auto Play Press 6.
 - Return To Personal Options Press Star (*).
6. Press 4 to Change Activation of **Date / Time Announcement**.
 - A. The System will play the message “**Date Time (ON or Off)**”.
 - B. The System will play the **Date / Time Announcement Option** that is not currently in use.
 - Turn Date Time On Press 1.
 - Plays if Date / Time Announcement is currently turned off.
 - Turn Date Time Off Press 2.
 - Plays if Date / Time Announcement is currently turned on.
 - C. After changing the activation state, the system will play the message “**Date Time (ON or Off)**”.
7. The System will play the **Administrative Options Menu**.
 - A. Select the option you wish to use or hang up to disconnect call.

Auto Play

1. Access the voicemail system.
 - A. Refer to one of the following sections.
 - I. “**Accessing Your Voice Mail From Home**”.
 - II. “**Accessing Your Voice Mail From Another Phone**”.
2. The System will play the message “**You have (X) messages**” if there are saved messages in your mailbox.
3. The System will play the **Main Menu**.
 - Listen To Voice Messages Press 1.
 - Personal Options Press 3.
 - Check Balance Press 0.
 - This option IS ONLY available to subscribers using SIP (Session Initiation Protocol) Telephone Service
 - Exit Press Star (*).
4. Press 3 to Enter the **Personal Options Menu**.
 - A. The System will play the Personal Options.
 - Administrative Options Press 2.
 - Greetings Press 3.
 - Return To Main Menu Press Star (*).
5. Press 2 to Enter the **Administrative Options Menu**.
 - A. The System will play the Administrative Options.
 - Change Password Press 1.
 - Change Prompt Level Press 3.
 - Date / Time Announcement Press 4.
 - Auto Play Press 6.
 - Return To Personal Options Press Star (*).
6. Press 4 to Change Activation of **Auto Play**.
 - A. The System will play the message “**Auto Play (ON or Off)**”.
 - B. The System will play the **Auto Play Option** that is not currently in use.
 - Turn Auto Play On Press 1.
 - Plays if Auto Play is currently turned off.
 - Turn Auto Play Off Press 2.
 - Plays if Auto Play is currently turned on.
 - C. After changing the activation state, the system will play the message “**Auto Play (ON or Off)**”.
7. The System will play the **Administrative Options Menu**.
 - A. Select the option you wish to use or hang up to disconnect call.