

Change Your Mailbox 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.

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|--|----------------------------------|
| 1 Record a new busy greeting | * Return to previous menu |
| 2 Listen to current busy greeting | # Repeat this menu |
| 3 Revert to default busy greeting | |

Change Your Mailbox No Answer Greeting

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

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|---|--|
| 1 Record a new no answer greeting | 3 Revert to default no answer greeting |
| 2 Listen to current no answer greeting | * Return to the previous menu, change your 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:

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|--|---|
| 1 Activate extended away greeting (not played until a greeting is recorded) | 3 Record a new extended away greeting |
| 2 Deactivate extended away greeting (not played unless your extended away greeting is active) | 4 Listen to current extended away greeting |
| | * Return to previous menu |
| | # Repeat this menu |

Delete All Messages

To delete all messages in your mailbox, press **7**.



VOIP Residential Voice Service

VOICE MAIL & FEATURES GUIDE



Your service comes with a voicemail box as well as Unified Messaging. Unanswered calls will automatically be sent to voicemail. There are two ways to access your voicemail:

- 1.** Calling your own phone number will put you directly into your voicemail box allowing you to listen to, delete and manage saved voicemails.
- 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 setup, you can record greetings and access your voicemails.

Voice Portal Main Menu (*62)

At the main menu, the following options are available:

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|----------------------------------|-------------------------|
| 1 Access your voicemail box | 8 Change your pass code |
| 3 Go to the greetings menu | 9 Exit the voice portal |
| 4 Change call forwarding options | # 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, *Using Your Voicemail Box*.

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 Passcode

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

Option # repeats 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 support 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 | 7 Delete all messages |
| 2 Change your busy greeting | 8 Modify message deposit settings |
| 3 Change your no answer greeting | * Return to Voice Portal menu |
| 4 Change your extended away greeting | # Repeat the menu |

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:

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|-----------------------------------|-------------------------|
| 2 Repeat the message | 7 Erase the message |
| 4 Go back to the previous message | 8 Call back this caller |
| 5 Play back the message envelope | # Save the message |
| 6 Go to the next message | |

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

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|------------------------------|--|
| 2 Pause & un-pause playback | 4 Restart the message from the beginning |
| 3 Skip ahead in the playback | 6 Skip to the end of message |

