

Voice Mail

Like an answering machine, only better...

Getting Started:

1. Lift the handset and listen for the dial tone.
2. Press *99, then enter your temporary Personal Identification Number (PIN). Your temporary PIN is your seven digit telephone number.
3. The Voice Mail tutorial will then guide you through setting your PIN and greeting.
PIN: _____

Accessing your Voice Mail:

A special stutter dial-tone on your phone lets you know that a new message has arrived.

To retrieve messages from your office:

1. Press *99 and enter your Personal Identification Number (PIN) when prompted.
2. Press 1 to listen to your messages.

To retrieve messages away from your office:

1. Dial your office number.
2. Press 9 while your personal greeting is being played.
3. Enter your PIN when prompted.
4. Press 1 to listen to your messages.

Accessing your personal options:

1. After entering your mailbox, press 4.
2. Press 2 to change your PIN, or press 3 to change your greeting.

How to record an extended greeting:

Remember your extended greeting supercedes your personal greeting.

1. Press *99 and enter your PIN when prompted.
2. Press 4 for Voice Mail Options.
3. Press 3 for Greetings Options.
4. Press 2 to record your extended greeting.

Voice Mail Service will prompt you to remove your extended greeting.

To send a voice mail note from your own phone:

1. Press *99 and enter your PIN when prompted.
2. Press 2, send a message.
3. Record your note, press #.
4. Enter the destination phone number.
5. Press # to send your voice note.

Notes:

- If, at any time you forget your PIN VTel can assign you a new temporary PIN. You will not lose any of your messages as a result of using the new temporary PIN.
- Call Forward No Answer and Call Forward Busy are programmed to your Voice Mail box by VTel. If you want to change or discontinue either of these services, please call the Business Office at 885-9000.
- The basic Voice Mail service is included in the ValuPak@Work Package. If you would like to subscribe to Fax Mail, Extension Mailbox or Schedule Greetings mailbox at no additional charge call 885-9000.