

VTel

Vermont Telephone Company, Inc.



ValuPak@Home Customer Guide



One of your VTel neighbors. Real People, Real Value

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we'll beat it!**

Know Who The Call is For

	Number	Ring Pattern	Call Waiting Tone
Main Number		1 Long	1 Long
Teen Line 1		2 Long	2 Short
Teen Line 2		2 Short, 1 Long	3 Short
Teen Line 3		1 Short, 1 Long, 1 Short	1 Short, 1 Long, 1 Short

Remember Your Voice Mail Pin Numbers

	PIN
Main Mailbox	
Family Extension 1	
Family Extension 2	
Family Extension 3	

Speed Dial List

Speed Code	Number	Name
2		
3		
4		
5		
6		
7		
8		
9		

Remember, if you are building a Speed Dial 30 list your speed code will be a 2 digit number from 20 through 49.

Contact Us



354 River Street • Springfield, VT 05156

Any Questions Call A VTel Customer Service Representative

885-9000

Visit our website www.vermontel.com

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Important Definitions

“Switchhook”, pound, and star are mentioned many times in this user guide.

The “switchhook” is the button the handset pushes down when you hang up the telephone. Some telephones have a line or flash key you can press instead.

Star

Pound

Conference Calling

Talk with two people in different places-at the same time

How it works:

When you're talking with someone, you can add a third person to the call. It's easy to coordinate family schedules or hold a phone conference with friends.

To add a third person to the call:

1. Press and quickly release the switchhook to place the first person on hold.
2. Listen for the dial tone.
3. Dial the third person's phone number,
4. When the third person answers, press and quickly release the switchhook. You can now talk with both people at the same time.

To cancel the three-way connection:

1. If the third person does not answer, or you wish to disconnect them, just press and quickly release the switchhook. You'll be reconnected to the person holding.
2. If either of the people you called hang up, you will continue talking with the remaining person.

To end the call completely:

1. Simply hang up.

Note:

• Conference Calling can not be used with “No Receiver Off Hook” Service.

Call Waiting

Tells you when another caller is trying to reach you

How it works:

You can use your telephone without missing other calls. A special tone alerts you to a waiting call.

To answer a waiting call:

1. When you're on the phone, a special tone tells you a second call is waiting.
2. Simply press and quickly release the switchhook on your telephone. Your first caller is automatically placed on hold, while you're connected with the second caller.

If you choose not to answer the incoming call:

1. You'll hear a special tone to remind you of the waiting call.

To alternate between callers:

1. Simply press and quickly release the switchhook, while you talk with one caller, the other will automatically be placed on hold. Each conversation remains private.

To end either call:

1. Hang up.
2. Your phone will ring.
3. When you answer, you'll be connected with the remaining caller.

To "turn off" Call Waiting before making a call:

1. Lift the handset and listen for the dial tone.
2. Press *70. (On a rotary phone, dial 1170).
3. Listen for the confirmation tone.
4. Dial the telephone number you wish to call. Now, your call will not be interrupted by the Call Waiting tone. Other callers will hear a busy signal.
5. After you hang up, Call Waiting automatically "turns on" again.

To "turn off" Call Waiting during a call:

1. Press and release the "switchhook."
2. Press *70. (On a rotary phone, dial 1170).
3. Listen for the confirmation tone. You'll automatically be reconnected to your call.
4. After you hang up, Call Waiting automatically "turns on" again.

Note:

- You must have Conference Calling to "turn off" Call Waiting during a call.

Follow Me

Let your calls follow you to another number

How it works:

You can program your calls to ring at another number. Each time a call is forwarded, your phone will make one short ring. You will not be able to answer the call while your Follow Me service is activated. However, you can still use your phone to make outgoing calls.

To turn on the service:

1. Lift the handset and listen for the dial tone.
2. Press *72. (On a rotary phone, dial 1172).
3. Listen for the dial tone.
4. Dial the number where you want your calls forwarded. Dial the number exactly as if you are calling directly. For a local number, dial the 7-digit phone number. For a long distance number, dial "1" plus the area code. Or dial one of your Speed Dial numbers instead.
5. When the phone is answered, your Follow Me Service is in effect.

If the line is busy, or there's no answer:

6. Hang up.
7. Within two minutes, repeat steps 1-4 above. You'll hear a confirmation tone, to let you know your Follow Me Service is now working.

To "turn off" the service:

1. Lift the handset and listen for dial tone.
2. Press *73. (On a rotary phone, dial 1173).
3. Listen for the confirmation tone, then hang up. Your Follow Me Service is now "off," and calls will ring normally on your phone.

To change the "forward to" number:

1. Turn off Follow Me Service.
2. Repeat steps 1-5 above to turn on Follow Me Service, entering the new "forward to" number.

Note:

- You are responsible for all local and long distance charges associated with Follow Me (Call Forward) Service.
- *If you have forwarded your number to a VTel voice mail subscriber and your calls do not get answered at the "forward to" number, your callers will be directed to your voice mail.

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Follow Me If I Know You

Decide which callers can follow you to another number

How it works:

Program your phone to forward only those calls from a special list of numbers. When your service is turned “on,” calls from numbers in your forward list will be re-routed to your “forward to” number. All others will ring at your phone as usual.

To turn on the service:

1. Lift the handset and listen for the dial tone.
2. Press *63. (On a rotary phone, dial 1163).
3. Listen for an announcement telling you whether the feature is currently stored in your forward list.

To add the last caller to your forward list:

1. Press #01#. (On a rotary phone, dial 1201).

To enter your “forward-to” number:

1. The first time you turn on the service, you’ll be asked to enter the number you’d like your special calls forwarded to. From then on, the system will simply remind you of the current “forward to” number.
2. If the current number is correct, dial 1.
3. Follow the voice instructions and dial 3 to turn the feature ON (if it is currently off) or turn the feature OFF (if it is currently on).
4. If you wish to change the current “forward to” number, dial 0 and then follow voice instructions.

To hear the phone numbers on your list:

1. Dial 1
2. After the list is read, voice instructions will follow.

To add a number to your list:

1. Press #. (On a rotary phone, dial 12).
2. Follow the voice instructions you’ll hear. You can store up to 31 phone numbers on your forward list.

To remove a number from your list:

1. Press *. (On a rotary phone, dial 11).
2. Follow the voice instructions to remove any or all of those numbers from your forward list.

To hear instructions again:

1. Dial 0.

Follow Me Anywhere

From any location—turn on, turn off, or change your forwarding number

How it works:

You can use a touch tone telephone at another location to change your Follow Me service on your home phone.

Set up your Personal Identification Number (PIN):

1. From home press *71.
2. At the prompt press *54. Your 7 digit telephone number is your temporary PIN.
3. The tutorial will guide you through setting up your PIN.
(PIN)_____

To activate or de-activate Follow Me Anywhere service remotely:

1. From a touch tone phone dial the Follow Me Anywhere access number (802) 885-9940.
2. At the prompt enter your home phone number and PIN.
3. To activate Follow Me service press *72. At the prompt enter the “forward to” number. A special tone indicates that your calls will be forwarded to the number you entered.
4. To de-activate press *73.

Teen Line

Know who the call is for—as soon as it rings

How it works:

Up to three different phone numbers can be assigned to your home telephone line. Use one number for the adults...and another for the children. You can answer the phone differently for different callers. All services work on each additional phone number as they do on the main number.

To use:

1. When someone dials your main number, you'll hear normal ringing (1 long ring).
2. When someone dials any of the other telephone numbers, you'll hear a special ring that identifies that number (see inside front cover for ringing patterns).
3. Wait until the ring pattern is complete before answering. You'll know whether the call is for you and how you should greet the caller.

If you also have Call Waiting:

1. If someone dials your main number while you're on the phone, you'll hear a normal Call Waiting tone.
2. If someone dials the secondary numbers, you'll hear a special Call Waiting tone that identifies that particular number (see inside front cover for Call Waiting patterns).

Note: Only one conversation can be held at a time. Although you have more than one telephone number, you still have just one line.

Priority Ringing with Call Waiting

You'll know when someone special is calling

How it works:

When you make a list of special callers, your phone uses a special ring (1 short-1 long-1 short) to announce calls from any of those numbers. If you also have Call Waiting, you'll hear a Call Waiting tone.

How to use:

1. Lift the handset and listen for the dial tone.
2. Press *61. (On a rotary dial phone, dial 1161.)
3. Listen for an announcement telling you whether the feature is currently on or off. The recorded voice will then tell you how many (if any) numbers are currently stored on your list.
4. Follow the voice instructions and dial 3 to turn the feature ON (if it is currently off), or turn the feature OFF (if it is currently on).

To add the last caller to your list:

1. Press #01#. (On a rotary phone, dial 1201).

To hear the phone numbers on the list:

1. Dial 1.
2. After the list is read, voice instructions will follow.

To add a number to your list:

1. Press #. (On the rotary phone, dial 12).
2. Follow the voice instructions you'll hear. You can store up to 31 phone numbers on your list.

To remove a number from your list:

1. Press*. (On a rotary phone, dial 11).
2. Follow the voice instructions to remove any or all of those numbers.

To hear instructions again:

1. Dial 0

Notes:

- You may press 1, 0, #, or * at any time rather than waiting for the voice instructions.
- The list you create here is separate from any other lists you may be using for Selective Call Forward, Selective Call Acceptance, and similar services.

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Repeat Dial

Get through to busy numbers as soon as they're free

How it works:

You can save time dialing busy numbers over and over. Your phone rings you as soon as the line is free, and automatically connects you.

How to use:

1. When you hear a busy signal, press and release the switchhook. Listen for the special tone.
2. If you've already hung up, lift the handset and listen for the normal dial tone.
3. Press *66. (On a rotary dial phone, dial 1166).
4. If the line is still busy hang up. Your phone will check the number for up to 30 minutes.
5. A special callback ring (2 short-1 long) alerts you if the line becomes free.
6. Lift the handset to automatically complete the call.

To cancel your Automatic Recall request:

1. Depress the switchhook and release. Listen for a special dial tone.
2. If you've already hung up, lift the handset and listen for a normal dial tone.
3. Dial *86. (On a rotary phone dial 1186).
4. Listen for the confirmation tone or announcement. Hang up.

Notes:

- To re-start the 30-minute clock, repeat steps 1-4 under "How to use."
- Does not work on 800 numbers, 900 numbers, outside the specified service area, or lines where Call Forward and some other call services have been activated.

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Return Call

Easily dial your last caller even if you didn't answer

How it works:

If you couldn't get to the phone in time, you can still find out who called. Return the call by dialing a simple code.

How to use:

1. Lift the handset and listen for a normal dial tone.
2. If you are already on the phone and ignored a Call Waiting tone, press and quickly release the switchhook.
3. Press *69. (On a rotary dial phone, dial 1169). A recorded voice will give you the phone number of the call you missed and ask if you want to use the Return Call feature. Just follow the voice instructions.

If the line is busy:

4. Hang up. Your phone will keep trying the line for up to 30 minutes.
5. A special callback ring (2 short-1 long) alerts you if the line becomes free.
6. Lift the handset to automatically place the call.

To cancel your Automatic Recall request:

1. Dial *89. (On a rotary phone dial 1189).
2. Listen for the confirmation tone or announcement. Hang up.

Note:

- Does not work on 800 numbers, 900 numbers, outside the specified service area, or lines where Call Forward and some other call services have been activated.

Anonymous Call Rejection

Refuse calls from those who have blocked their numbers

How it works:

When you've turned this service "on" any callers who have blocked their number will hear an announcement that you do not accept anonymous calls, and they should remove Blocking and call back (see notes below). All other calls will ring through as usual.

To "turn on" the service:

1. Lift the handset and listen for the dial tone.
2. Press *77. (On a rotary dial phone, dial 1177).
3. Listen for a confirmation tone or announcement. Hang up.

To "turn off" the service:

1. Press *87. (On a rotary dial phone, dial 1187).
2. Listen for a confirmation tone or announcement. Hang up.

Notes: The caller can block their number by pressing *67 (or dialing 1167 on rotary phone) before placing the call. If the caller has Per Line Blocking they can press *82 to deactivate this service on a call-by-call basis.

Selective Call Acceptance

Decide which calls you'll take

How it works:

You can program your phone to accept only those calls from a special list of people. When the service is "turned on," your phone will only accept calls from those on your Selective Call Acceptance list. All others will hear an announcement that you're not accepting calls at this time.

To "turn on" the service:

1. Lift the handset and listen for the dial tone.
2. Press *68. (On a rotary dial phone, dial 1168).
3. Listen for an announcement telling you whether the feature is currently on or off. The recorded voice will then tell you how many numbers are currently stored in your acceptance list.
4. Follow the voice instructions and dial 3 to turn the feature ON (if it is currently off), or turn the feature OFF (if it is currently on).

To add the last caller to your acceptance list:

1. Press #01#. (On a rotary phone, dial 1201).

To hear the phone numbers on the list:

1. Dial 1.
2. After the list is read, voice instructions will follow.

To add a number to your list:

1. Press #. (on the rotary phone, dial 12).
2. Follow the voice instructions. You can store up to 31 phone numbers on your list.

To remove a number from your list:

1. Press*. (On a rotary phone, dial 11).
2. Follow the voice instructions to remove any or all of those numbers.

To hear instructions again:

1. Dial 0

Notes:

- You may press 1, 0, #, or * at any time rather than waiting for the voice instructions.
- The list you create here is separate from any other lists you may be using for Priority Ringing/Call Waiting, Selective Call Rejection, and similar services.

Selective Call Rejection

Don't let unwanted calls disturb you

How it works:

You can program your phone to reject calls from any number you place on the rejection list. When your service is turned "on," any callers in this list will hear an announcement that you're not accepting calls at this time. All other calls will ring through as usual.

How to use:

1. Lift the handset and listen for the dial tone.
2. Press *60. (On a rotary dial phone, dial 1160).
3. Listen for an announcement telling you whether the feature is currently on or off. The recorded voice will then tell you how many numbers are currently stored in your rejection list.
4. Follow the voice instructions and dial 3 to turn the feature ON (if it is currently off), or turn the feature OFF (if it is currently on).

To add the last caller to your rejection list:

1. Press #01#. (On a rotary phone, dial 1201).

To hear the phone numbers on the list:

1. Dial 1.
2. After the list is read, voice instructions will follow.

To add a number to your list:

1. Press #. (on the rotary phone, dial 12).
2. Follow the voice instruction you'll hear. You can store up to 31 phone numbers on your list.

To remove a number from your list:

1. Press*. (On a rotary phone, dial 11).
2. Follow the voice instructions to remove any or all of those numbers.

To hear instructions again:

1. Dial 0

Notes:

- You may press 1, 0, #, or * at any time rather than waiting for the voice instructions.
- The list you create here is separate from any other lists you may be using for Priority Ringing/Call Waiting, Selective Call Acceptance, and similar services.

Speed Calling 8

Quickly dial 8 of your most frequently called numbers

How it works:

You can enter up to 8 telephone numbers, local or long distance into your Speed Calling list. Then, you can reach those people by dialing just one digit.

To program your Speed Calling list:

1. Lift the handset and listen for the dial tone.
2. Press *74. (On a rotary dial phone, dial 1174).
3. Listen for the dial tone.
4. Dial a one-digit speed code. (Choose any number, 2 through 9).
5. Dial the telephone number you wish to assign to that speed code. (For long distance calls, be sure to include "1" plus the area code.)
6. Press the # key. (On a rotary phone, wait four seconds after dialing.)
7. Listen for the confirmation tone.

To call someone on your Speed Call list:

1. Lift the handset and listen for the dial tone.
2. Dial the one-digit speed code, then press the # key. (On a rotary phone, wait four seconds after dialing.)

To change your Speed Calling list:

1. Lift the handset and listen for the dial tone.
2. Press *74. (On a rotary dial phone, dial 1174).
3. Listen for the dial tone.
4. Dial a one-digit speed code you wish to change.
5. Listen for the cancellation tone, then the dial tone. Follow steps 4-7 above to program your Speed Calling list.

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Speed Calling 30

Quickly dial 30 of your most frequently called numbers

How it works:

You can enter up to 30 telephone numbers, local or long distance into your Speed Calling list. Then, you can reach those people by dialing just two digits.

To program your Speed Calling list:

1. Lift the handset and listen for the dial tone.
2. Press *75. (On a rotary dial phone, dial 1175).
3. Listen for the dial tone.
4. Dial a two-digit speed code. (Choose any number, 20 through 49).
5. Dial the telephone number you wish to assign to that speed code. (For long distance calls, be sure to include "1" plus the area code.)
6. Press the # key. (On a rotary phone, wait four seconds after dialing).
7. Listen for the confirmation tone.

To call someone on your Speed Call list:

1. Lift the handset and listen for the dial tone.
2. Dial the two-digit speed code, then press the # key. (On a rotary phone, wait four seconds after dialing.)

To change your Speed Calling list:

1. Lift the handset and listen for the dial tone.
2. Press *75. (On a rotary dial phone, dial 1175.)
3. Listen for the dial tone.
4. Dial a two-digit speed code you wish to change.
5. Listen for the cancellation tone, then the dial tone. Follow steps 4-7 above to program your Speed Calling list.

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Call Hold

Place a call on hold and pick up another phone

How it works:

When you make an outgoing call or receive a call, you can place that call on hold. You can pick up the call on another phone in another part of the house.

How to use:

1. When you are on the phone, depress the switchhook and then press *78.
2. After confirmation tone, hang up.
3. To resume the call, pick up the receiver from any other phone in the house (you may have to depress the switchhook before resuming the call).

Home Intercom

Turn your phone into a home communications system

How it works:

Use your phone to talk with someone in another part of the house, garage or workshop, wherever there's an extension.

How to use:

1. Lift the handset and listen for the dial tone.
2. Dial your own phone number. You'll hear a confirmation tone or recorded message indicating you have dialed your own number.
3. Hang up.
4. Listen for the phone to ring. The phone will stop ringing when someone picks up an extension.
5. Lift the handset and you'll be connected to an extension phone in your home.

Note:

- While Home Intercom is in use callers will receive a busy signal and Call Waiting will not function.

No Receiver Off Hook

How it works:

Take your telephone receiver off hook and you will not hear the annoying "off hook" signal tones.

How to use:

1. Simply place your receiver off hook.

Note:

- Will not work simultaneously with Conference Calling. If you would like to add the feature No Receiver Off Hook and Cancel Conference Calling at no additional charge please call 885-9000.

Caller ID Name & Number

See who's calling before you answer the phone

How it works:

When you receive a call, the name and number of the person calling you is shown on your Caller ID display screen.

How to Use:

1. When you receive a call, wait until your telephone completes the first ringing signal.
2. The telephone number calling you and the name associated with that number in the telephone company records will automatically appear on your display screen.
3. If you choose to answer the call, the name and number will remain on the screen until you, or the caller, hangs up.

Note:

- Caller Name and Number requires a display telephone or an add-on display unit.
- If the letter "P" or "Private" appears on your screen, the caller may have blocked the display of their number by pressing *67 before placing the call. If the caller has Per Line Blocking they can press *82 to deactivate this service on a call-by-call basis. You can choose whether or not to answer the blocked calls.
- If "unknown name," "unknown number," "out of area," or "O" appears, the caller is in an area that does not support Calling Number services.

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Call Trace

Identify harassing callers through the phone company

How it works:

When you receive a harassing call, you can dial a simple code to trace the source of that call.

How to Use:

1. When you get a nuisance call, press and quickly release the switchhook. Listen for the special dial tone.
2. If you've already hung up, just lift the handset again and listen for a normal dial tone.
3. Press *57. (On a rotary dial phone, dial 1157).
4. Listen for a confirmation announcement that the last call has been traced.
5. Hang up.
6. The number you traced will be recorded at the phone company. Please note the time and date of the call. The date and time of the call are necessary if you decide to follow up on the matter with local authorities.

Notes:

- Customer Originated Trace must be used immediately after you hang up on the call you want traced. If you get another call, or hear a Call Waiting tone first, you will trace the wrong call.

Number Blocking

Block your number from being displayed to others

How it works:

By dialing a code before you place a call, you can prevent your phone number from appearing on the Caller ID display of the person receiving your call.

How to Use:

1. Lift the handset and listen for the dial tone.
2. Press *67. (On a rotary dial phone, dial 1167).
- 3.. Dial the number you're calling as usual.
4. The person you've called will not be able to see your number displayed on their telephone display screen. Instead, a "P" or "Private" will be displayed.

Notes:

- You must dial *67 before each call you place. Otherwise, your number will be released to the person receiving your call.
- If you have Per-Line Blocking your number will always appear as "Private". To override Per-Line Blocking allowing your number to be displayed on an individual call, dial *82 before placing the call. You must contact the Business Office at 885-9000 to order Per Line Blocking. There is no additional charge for this service.

Voice Mail

Your Home Receptionist

Voice Mail: So much more than an answering machine...

Voice Mail service can help you organize your life. Whether you're unavailable, or on the phone, your calls are automatically answered.

Freedom

You can listen to, erase, or save your messages by using any touch tone phone, anytime, from anywhere. Plus, your Voice Mail box can outcall to your local pager letting you know you have a new message.

Flexibility

Set an e-mail address to receive Voice Mail recordings via e-mail.

Convenience

Going on vacation? Record an extended absence greeting. This greeting supersedes your personal greeting without deleting it. When you remove your extended absence greeting your previous personal greeting will become active again automatically.

Efficiency

Add Voice Mail Extension boxes for individual family members. This service saves you time. Only listen to messages intended for you!

In a hurry and simply want to leave a message without speaking to the called party? Send them a voice note!

Voice Mail
Your "Home Receptionist"



Voice Mail

Like an answering machine, only better...

Getting Started:

1. Lift the handset and listen for the dial tone.
2. Press *22. If you have a private number, you will be prompted for your mailbox number, which is your seven digit telephone number. Next enter your temporary Personal Identification Number (PIN) password. Your temporary PIN password is your seven digit telephone number.
3. The Voice Mail tutorial will then guide you through setting your PIN password and greeting.

PIN password: _____

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 home:

1. Press *22 and enter your Personal Identification Number (PIN) password when prompted.
2. Press 1 to listen to your messages

To retrieve messages away from your home:

1. Dial your home telephone number
2. Press * during the greeting
3. Enter your mailbox number (your seven digit telephone number)
4. Enter your PIN password: _____
5. Press 1 to listen to your messages.

After you've listened to a message:

Press 7 to delete the current message.

Press 9 to save the current message.

Other options:

Press 3 then 3 to play back the envelope (date/time, caller id) of the current message)

Press 4 to play the previous message.

Press 5 to repeat the current message.

Press 6 to skip to the next message.

Press 8 to forward the message to another mailbox on the system

Customizing your mailbox:

After you enter your PIN password,

To change your greeting, press 0 then 1

To change your recorded name, press 0 then 3

To change your PIN, press 0 then 5

Voice Mail

Like an answering machine, only better...

Additional mailbox customizations:

Visit our Voice Mail website at <http://www.vermontel.com/vtel-voicemail>

Enter your seven digit telephone number and PIN password to access your mailbox.

Available customizations:

- Mailbox Password: Change your numeric mailbox password.
- E-mail: Set an e-mail address to receive voice mail recordings via e-mail.
- Pager: Set an SMS address to receive voice mail notifications.
- Delete Voice Mail: Delete voice mail from server after sending email notifications. This will effectively disable stutter dial-tone or message-waiting notifications on your line.
- Say CID: Enable or disable Caller ID information during playback.
- Temp Greeting Warning: Enable or disable a warning when a temporary (extended absence) greeting exists for your mailbox.
- Envelope: Enable or disable date/time information during message playback.
- Announce Message Duration: Enable or disable playback of message length when checking voice mail.
- Max Message Length: Set the maximum length of a voice mail recording. Minimum is 10 seconds. Maximum is 300 seconds.

Notes:

- If at any time you forget your PIN password, VTel can reset your PIN password. You will not lose any of your messages as a result of resetting the PIN password.
- 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 VTel Service Center at 885-9000.
- The basic Voice Mail service is included in the ValuPak @ Home Package. If you would like to subscribe to Fax Mail or Family Mailbox at no additional charge, call 885-9000.

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Family Mailbox

Enjoy the convenience of a separate mailbox extension for each family member

How it works:

A Family Mailbox allows a customer to have a mailbox that has up to nine extension mailboxes. Each mailbox extension has a unique mailbox and password. To log into an extension mailbox, enter the mailbox number appended by the mailbox extension number (1-9), followed by the password.

For example: 88590001 (First mailbox extension for phone number 885-9000)

Each extension mailbox is created with an initial eight digit password matching the mailbox number in the format described above. You will be prompted to change the password and record your name on your first login.

Setting up your Family Mailboxes:

Mailbox creation and deletion is handled by the VTel Service Center. Call 885-9000 if you would like to add up to nine extension mailboxes at no additional charge.

Accessing your Voice Mail:

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

To retrieve your messages from your Family Mailbox while at home:

1. Press *22. When prompted, enter your 8 digit mailbox (phone number plus 1-digit extension), followed by the password.
2. Press 1 to listen to your messages.

To retrieve your messages from your Family Mailbox while away from home:

1. Dial your home telephone number.
2. Press * while your personal greeting is being played.
3. When prompted, enter the 8 digit mailbox number (phone number plus 1-digit extension), followed by the password for your Family Mailbox.
4. Press 1 to listen to your messages.

Note:

If, at any time you forget your PIN password, VTel can reset your PIN password. You will not lose any of your messages as a result of resetting the PIN password.

The logo for Vtel, featuring the word "Vtel" in a bold, green, sans-serif font. The letter "V" is significantly larger than the other letters, and the "t" is lowercase. The "e" and "l" are also lowercase and of similar height to the "t".

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***Vtel's prices are the best in Vermont.
If you can find a better price,
tell us and we'll beat it!***