



Vermont Telephone Company, Inc.

Use This Guide if you are on the new Voice Mail system (hitting *99 DOES NOT pull up the voice mail system).



Voice Mail Guide



One of your VTel neighbors. Real People, Real Value

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

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

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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.