

## Voice Mail User Guide



### VOICE MAIL FEATURES

- A new short cut to retrieve your messages from your home phone: **\*98**
- Easy-to-use audio menu for setting up Voice Mail box or retrieving messages from any phone.
- Listen to and manage your Voice Mail messages online with upgraded, user-friendly online tools.

### FIRST TIME SETUP (from your own phone)

The first time you access your Voice Mail box you will be asked to set up your mailbox, and record your name and a greeting to be played by callers. You must do this first time set up from your phone or business.

*(at the location of your subscribed phone service)*

- Dial \*98
- Follow the audio prompts to create your new PIN (personal identification number)
- Follow the audio prompts to record your name and Voice Mail greeting.
- Your new Voice Mail is now ready.
- Refer to information in this brochure to change your settings or retrieve messages by phone or online.

### USING THE VOICE MAIL SYSTEM

The Voice Mail system is menu driven. Simply listen to the voice prompts and press the appropriate key(s) on your phone to select the option you would like. After hearing any messages, you will be presented with the Voice Mail Menu. The Main Menu key options are listed in the chart below.

#### MAIN MENU KEY OPTIONS

<u>ACTION</u>	<u>KEY</u>
Play Inbox Messages	1
Send Messages	2
Work with Greetings	3
Mail Box Settings	4
Access Deleted Messages	6
Log on as a different user	7
Help	0
Exit Voice Mail System	*

#### MESSAGE PLAYBACK OPTIONS

While listening to your Voice Mail messages, the following options are available. These commands can be used before, during, or after a message is played.

<u>ACTION</u>	<u>KEY</u>
Save	2
Delete	3
Mark as New	#
Repeat Message	1
Back to Menu	*

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## ACCESSING YOUR VOICE MAIL

### From Your Own Phone (after initial setup)

- Dial **\*98**.
- Enter your **Voice Mail PIN**.
- If you have new messages, you will be notified.
- Press **1** to listen to your messages.
- After hearing any messages, follow audio prompts to select options in the **Main Menu**.

### From A Different Phone Number:

- Dial **772-597-8642**.
- Enter **your ten-digit phone number** followed by the **#** sign.
- When prompted, enter **your PIN** followed by the **#** key.
- If you have new messages, you will be notified.
- Press **1** to listen to your messages.
- After hearing any messages, follow audio prompts to select options in the **Main Menu**.

## CHANGING YOUR RECORDED GREETING

### (After first time setup)

- Access your **Voice Mail** box.
- From the **Main Menu**, press **3**.
- To set up a personal greeting, press **1**.
- To set up a system-generated greeting or to change the recording of your name, press **3**.
- To change the greeting that callers hear when your phone is busy, press **5**.
- If you don't record a personal greeting, a generic greeting will be played.

## CHANGING YOUR VOICE MAIL PIN

- Access your **Voice Mail** box.
- From the **Main Menu**, press **4** to change your settings.
- Press **3** for security options.
- Press **1** to change your PIN.

## ACCESSING YOUR VOICE MAIL VIA THE INTERNET

Accessing your Voice Mail service online allows you to manage your settings, listen to your Voice Mail messages, and set up Email to Voice Mail capabilities.

### First time setup of your Voice Mail online:

- Contact our convenient, friendly Customer Experience Team to get your individual Username and Password.

Call them at: **772-597-2111**

or send an email: [csr@itsfiber.com](mailto:csr@itsfiber.com)

**My Username:** \_\_\_\_\_

**My Password:** \_\_\_\_\_

Keep these for your reference. We encourage you to change your password once your account is set up.

- Visit [www.itsfiber.com](http://www.itsfiber.com).
- Click on **My Voice Mail** on home page.
- Log into account using the Phone Number and Password you received above.
- Change your password by going to the Settings Tab.

## SETTING UP VOICE MAIL TO EMAIL

Enabling **Voice Mail to Email** will forward your Voice Mail messages to your email address. You can listen to the messages, save or delete them. This feature can be enabled or disabled by accessing your account online.

- Access your **Voice Mail** online.
- Click on **Settings** tab.
- Click on **Messages** tab.
- Click on "**General**" or "**Email**"
- Check the 2 boxes labeled: "**Forward messages and faxes as emails**" and "**Leave original in Inbox**".
- Click on **Add** an email address and follow prompts to enter email address.
- When finished, click on **Apply**.

### Ask About Our Optional Upgrades

Voice Mail to Email | Live Call Screening | Fast Login

**If you have any additional questions not addressed on this guide, call us at 772.597.2111, or visit: [www.itsfiber.com](http://www.itsfiber.com)**