



Voice Mail

User Guide



Accessing Your Voice Mail

To access your mailbox or change your settings dial *98 from any phone in the house. If requested, enter your PIN # followed by the # key. Your PIN # will be the one you requested at sign-up.

You can also sign into the voicemail system from any other telephone line by calling your own phone number. After the call forwards to your voicemail greeting press * to log in to your account. You will always have to enter your PIN when not at home, even if you have enabled PIN skipping.

When you sign in to your mailbox, you are directed to one of two places.

- If you have activated the Autoplay feature from your Mailbox Settings menu, you go straight to your messages.
- Otherwise you go to the Main menu.

To Record Your Personalized Greeting:

- Press 3 – Work with greeting menu
- Press 1 – Personalized Greeting
- Press 1 – to keep your greeting
- Press 2 – To Change your recording
- Press 3 – Exit without Saving
- Press * – to return to main menu

Retrieving Your Messages

When you log into your voice mailbox, you will hear a welcome message, then a summary of the messages in your mailbox. If your mailbox is full or almost full, the system will warn you by reading out a short message.

To begin reviewing your messages:

Press 1- To review messages

Messages will automatically play in the order they were received in. It will state the telephone number, date and time the message was received.

Once you have listened to the message you can:

- Press 1 to repeat
- Press 2 to save
- Press 3 to delete
- Press # to leave as new

Changing Your PIN

From the main menu:

- Press 4 – Mailbox Settings
- Press 3 – Security Options
- Press 1 – To change PIN
- At the prompt, using your keypad, enter a new PIN #, then press #
- At the next prompt, re-enter your new PIN #, then Press #

We have imposed checks on your new PIN to ensure that it will not be easily guessed by someone.

- You may not use more than 2 similar digits in a PIN (2221 is not acceptable but 2211 is good)
- You may not use more than 2 consecutive digits in a PIN (3456 is not acceptable but 5634 is good)
- If your new PIN fails one of these checks, you will hear an error message



On-line information for Residential Customers



For Help Contact Us at:
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