

# Voicemail

picks up when you can't



## Why Voicemail?

Voicemail lets you receive messages when you're busy, on another call, or away from home... without an answering machine.

Your messages are saved as a recording so you can listen to them whenever it is convenient for you. To protect your privacy, they are only accessible after entering a password of your choosing.

### **VISUAL VOICEMAIL**

Now you can access your voicemail from any phone or through your email. Visual Voicemail saves the actual spoken message as an audio (.wav) file and then emails it to you.

Listen to your voicemail messages using your computer or tablet—without touching a phone!

## Common Q&A's

**How do I know when someone has left me a message?** You will hear an interrupted (stutter) tone.

**How do I access my mailbox?** From your home phone dial your local exchange +9850. Example: 387-9850. If calling away from home, dial your local exchange +9850, then enter your 10-digit phone number followed by the # sign. See "checking voicemail" for more information.

**How many rings does it take before voicemail answers?** 4 rings.

## First Sign-in

When you sign-in for the first time, you must set-up your mailbox. This can only be done from the phone that is registered with the Voice Messaging service.

### First-time sign-in involves three steps:

1. Changing your PIN
2. Recording your greeting
3. Recording your name

You may skip first-time sign-in once by pressing \*\*, but after skipping it once, you must complete all three steps before you can enter your mailbox and listen to messages.

The greeting and recorded name are played each time a caller accesses your mailbox to leave a message.

You can end the set-up process at any point by ending the call. If you do so, you will be asked to complete the remaining set-up steps the next time you enter your mailbox.

### 1. CHANGING YOUR PIN

You are first prompted to enter a new PIN, and then asked to re-enter the new PIN for confirmation.

You may press the \* key to cancel your PIN set-up at any point. However, should you do so, you are returned to the beginning of the PIN set-up process.

Once you have successfully changed your PIN you are prompted to record your greeting.

### 2. RECORDING A GREETING

Your personal greeting must be longer than 2-seconds and shorter than 30-seconds. If your recording is shorter than 2-seconds you will be prompted to re-record your greeting.

Once you have recorded your greeting it is played back to you and you are provided with the options to either keep or change the greeting.

- To re-record or change your greeting press 0 (zero)
- To accept and keep your greeting press #

Once you have accepted your greeting you will be prompted to record your recorded name.

### 3. RECORDING A NAME

You are allotted a maximum of 10-seconds to record your name. If your recording is longer than 10-seconds you will be prompted to re-record your name.

Once you have recorded your name it is played back to you and you are provided with the options to either keep or change the recorded name.

- To re-record or change your recorded name press 0 (zero)
- To accept and keep your recorded name press #

Once you have completed recording your name you will be directed to the main menu.

## Checking Voicemail

1. Dial the voicemail access telephone number for your exchange (example XXX-9850)

Exchange Listings	
Bay Mills - 437	Hiawatha Forest - 573
Brimley - 248	Hulbert - 876
Deer Park - 658	Munising - 387
Eckerman - 274	Paradise - 492
Grand Marais - 494	Seney - 499
	Shingleton - 452

2. Enter your 6 digit PIN
3. Press #
4. You will hear a "Welcome" message and a summary of the messages in your mailbox
5. Press 1 to listen to your messages
6. To repeat the message press 1
7. To save the message press 2
8. To erase the message press 3
9. To hear the next message press #
10. To return to the main menu press \*

### Need help?

Press 0 (zero) from the main menu at any time for help.

- Press # for the next hint.
- Press 1-1 for the previous hint.

You can also contact your local office with any questions you may have. We are happy to help!



**MUNISING 387.9911**  
108 W. Superior Street  
Munising, MI 49862

**BRIMLEY 248.3211**  
9984 W. State Street  
Brimley, MI 49715



**ONTONAGON 884.9911**  
618 River Street  
Ontonagon, MI 49953



**WATTON 355.2300**  
11697 State Hwy M28  
Watton, MI 49970