

VOICEMAIL INSTRUCTIONS

With your new Phone service comes an exciting new Feature. Voicemail. In an effort to provide options for any situation we have provided you with 4 ways to retrieve your voicemail messages.

Directly from your home phone.

Remotely from another phone.

Through a web Page.

From your Email inbox.

Here are some instructions for each...

Accessing your voicemail from your home/office phone.

1. Pick up your home phone and dial ***98**. *You should hear the voicemail prompt in about 10 seconds.*
2. Press **1** to listen to your voice messages. *Options from the main menu are...*
 - 1 Listen to Messages
 - 2 Change folders. Folder options are...
 - 0 New Messages.
 - 1 Old Messages.
 - 2 Work Messages.
 - 3 Family Messages.
 - 4 Friends Messages.
 - 3 Advanced Options. (We are not using this yet) * will exit if you go here.
 - 0 Mailbox Options. Options from here are...
 - 1 Record or change your **unavailable Greeting**. After recording your greeting you may...
Press 1 to accept it.
Press 2 to listen to it.
Press 3 to Rerecord it.
 - 2 Record or Change your **Busy Greeting**.
 - 3 Record or Change your **Name only Greeting**.
 - 4 Record or Change your **Temporary or Vacation Greeting**.
 - 5 **Change your Password**. Default password is 7777.

* Help

Exit Voicemail

Accessing your voicemail from a phone away from the home/office.

1. Dial **435-538-1200** to access the voicemail system. *You will hear welcome to comedian Mail.*
2. At the **mailbox prompt**, enter your **10 digit phone number**.
3. At the **password prompt** enter your **password**. The **default password** is **7777**
4. The menu system is identical to the one if you dial *98 from home. Use the guide in the above section to navigate in voicemail.

Accessing your voicemail from the web.

1. Open your web Browser and goto <http://vm.veracitycom.net/voicemail/>
2. In the **Phone Number box**, enter your **10 digit phone number**.
3. In the **Password Box** enter your **password**. The **default password** is **7777**.
4. A list of available messages will be displayed at the bottom of the screen. Turn up your speakers then click on any message to listen to it.

You will see controls similar to a VCR. You may Play ►, Pause ⏸, or Stop ■ the message playback.

You may also want to check out the other options on the Voicemail webpage.

To Start click the Edit Options button in the Top Left corner of the screen. Here is an explanation of each of the fields.

Password - This is the password used to access voicemail from the web or from a telephone. Make sure if you change your password that you keep track of it. New Password _____

Full Name – This is the name that will be used if you forward a message to another mailbox.

Email Address – This is required if you are going to have your messages sent to your email.

Send to Email – If set to Yes each message left on your phone will be sent to your email address as an audio attachment.

Delete after Email – If set to yes, once you message is sent to your email it will be deleted from the voicemail system. Make sure you can listen to your emailed messages before you turn on this option.

Say Caller ID – Say the Callers phone number as part of their voicemail message.

Envelope – Say the Date and Time as part of the Callers Voicemail Message.

Save Changes Button. Make sure you press this if you make any changes to information above.

Change your Unavailable greeting from your Home phone.

1. Press ***98** to enter the voicemail system.
2. Press **0** for mailbox options then **1** to record your Unavailable greeting.
3. Wait for the tone and then speak clearly into your phone. Finish by pressing **#**
4. After your message is recorded your options are **1** accept **2** Listen **3** Rerecord
5. After recording an acceptable greeting press ***** to exit the greeting menu.

Change your Password from your Home phone.

1. Press ***98** to enter the voicemail system.
2. Press **0** for mailbox options then **5** to change your password.
3. Enter a new password then press **#**. New Password _____
4. Press ***** to return to the main menu.