Simple
Reliable
Convenient

Voice Mail
User Guide

GH
Green Hills Telephone

Initial Setup - Begin Here

1. Dial the voice mail access number for your exchange. (**644-7125** for the following exchanges: 255, 352, 354, 484, 622, 636, 644, 659, 731, 738, 745, 755, 772 or **593-7125** for the 593 and 594 exchanges.)

2. The system should say you have no new messages and then it will go to the main menu.

3. Main Menu –
Press 9 for mailbox setup.

Mailbox Setup

Press the appropriate number for the step you wish to perform.

1. *Press 1:* **Greeting options**
(Disregard this step if using the default greeting.)
a. To change or record your greeting:
Press 1: Play current greeting
Press 4: Record your greeting
Press #: End recording function
Press 1: Listen to greeting
Press 2: Save greeting. Greeting must be kept saved to be activated.
Press 3: Delete greeting
Press 4: Re-record greeting.
Then follow steps 3-5 again.
*Press *:* Return to mailbox set-up

2. *Press 2:* **Change password**
Enter new password then the # key.
(The password is any series of up to 16 digits you choose. You will be unable to access your mailbox without this password, so be sure to choose one that you can remember.)
To verify, enter your password.

3. *Press 8:* **To record name**

4. *Press *:* **Return to main menu**

Call Forward Busy and Call Forward No Answer coincide with voice mail. You must activate at least one (or both), in order for voice mail to work. Continue for instructions.

Call Forward-Busy
Call Forward -No Answer

Voice Mail Access #: (**644-7125** for the following exchanges: 255, 352, 354, 484, 622, 636, 644, 659, 731, 738, 745, 755, 772 or **593-7125** for the 593 and 594 exchange.)

To activate Call Forward-Busy:
Pick up your phone and listen for a normal dial tone, *press *90*, then your voice mail access number shown above (Either 644-7125 or 593-7125)
*To cancel press *91*

To activate Call Forward-No Answer:
Pick up your phone and listen for a normal dial tone, *press *92*, then enter the number of rings followed by the Voice Mail Access # shown above. (Either 644-7125 or 593-7125)
Example: Press *92, 4, 644-7125 or 593-7125
(You may select any number from 2-9 for number of rings desired)
*To cancel press *93*
When activating both of these options, you need to make sure the voice mail system plays your personal greeting then hang up to activate these two options. The greeting will automatically start playing.

Your voice mail should be set up and ready to go

Questions?
Call 644-5411 or
1-800-846-3426

See the reverse side for instructions on how to retrieve your messages.

Retrieving Your Messages

Calling from the number where your voice mail is setup:

1. Dial the voice mail access number for your exchange. (**644-7125** for the following exchanges: 255, 352, 354, 484, 622, 636, 644, 659, 731, 738, 745, 755, 772 or **593-7125** for the 593 and 594 exchange.)

2. The voice mail system will automatically log you in and tell you if you have any new messages or saved messages.

3. Listen to the retrieval menu and choose the appropriate number for the step you wish to perform. (Options shown below.)

Calling from a number <u>other than</u> where your voice mail is setup:

1. Dial the voice mail access number for your exchange. (**644-7125** for the following exchanges: 255, 352, 354, 484, 622, 636, 644, 659, 731, 738, 745, 755, 772 or **593-7125** for the 593 and 594 exchange.)

2. The voice mail system will ask for your mail box number (The number where your voice is setup.)

3. The voice mail system will ask for your password followed by the # key.

4. Listen to the retrieval menu and choose the appropriate number for the step you wish to perform. (Options shown below.)

Three options in message retrieval menu:

Press 1: New messages
Press 2: Saved messages
Press *: Return to main menu

Listen to messages:

Press 1: Play or re-lay message
Press 2: Save message and go to next
Press 3: Delete message and go to next
Press 4: Save message as new
Press 5: Reply to a message
Press 6: Forward message
Press 7: Skip back three seconds
Press 8: Pause or continue message
Press 9: Skip forward three seconds
Press *: Return to main menu