USING THE VOICEMAIL SYSTEM

The voicemail system is menu driven. Listen to the voice prompts and then press the keys on your phone to select which option you would like.

ACCESSING VOICEMAIL

The first time you access your voicemail box you will be asked to set up your account. Dial *318 from your home phone, and enter the default PIN of 1234. You will then be prompted to:

1. **Change Your PIN**
2. **Record Your Name**
3. **Record A Greeting to be Played to Callers**

When you have unheard voice messages waiting, your telephone's message waiting indicator may display a red light, if applicable, or you will hear a stutter dial tone when you pick up the receiver.

FROM YOUR OWN PHONE:

Press the messages button or dial *318.

Enter your voicemail password. If you have new messages, the messages will be identified. After hearing any new messages, you will be presented with the voicemail main menu. The main menu options are listed in the next column.

FROM ANOTHER PHONE:

From an external phone, dial your 10 digit number. When voicemail picks up, hit the * key. When prompted, enter your voicemail password, then #. If you have new messages, the messages will be identified. After hearing any new messages, you will be presented with the voicemail main menu.

FORWARDING A MESSAGE

While listening to messages, you can send a copy of the message to another recipient. To forward the current message, press 5.

Enter the telephone number or extension number of the person to whom you are forwarding the message. Repeat this step until you've entered all the desired destinations. Press # when finished entering destinations. You will be prompted to record an introduction. After the tone, record your introductory message and press # when finished. Press # to send. Press 1 for delivery options:

DELIVERY OPTIONS MENU	KEY
Review The Message	1
Mark Message as Urgent	2
Mark Message as Private	3
Re-Record Your Message	4
Request a Delivery Report	5
Request a Read Report	6
Add Or Remove Recipients	7
Schedule Message to be Delivered in The Future	9
Send the Message as is	#
Exit or Cancel	*

REPLYING TO A MESSAGE — DIALING THE ORIGINATOR

While listening to a message, you can call the person back by pressing 4 and selecting opt. 1. This capability will not work if the voicemail system was not able to identify the Caller ID information when the original voicemail was received or if your phone is configured with call restrictions which prevent you from calling the originator's number.

CHANGING YOUR VOICEMAIL PASSWORD

Access your voicemail box. From the main menu, press 4 to change your settings. Press 3 for security options. Press 1 to change the PIN.

RECORDING YOUR PERSONAL GREETING

Access your voicemail 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 you're busy press 5. If you don't record a personal greeting, a generic greeting will be played.

VOICEMAIL MAIN MENU	KEY
Play Inbox Messages	1
Send Messages	2
Work with Greetings	3
Mailbox Settings	4
Access Deleted Messages	6
Log on as a Different User	7
Help	0
Exit Voicemail System	*

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SMART FEATURES*	ENABLE	DISABLE
Anonymous Call Rejection Automatically rejects all calls from callers who have withheld their number.	*77	*87
Automatic Recall *(call return) two stage activation* Allows subscriber to return the most recent incoming call.	*69 & 1	*89
Call Waiting with Caller ID This service displays the calling number and/or the calling name (depending on whether the subscriber has Calling Number Delivery and/or Calling Name Delivery enabled) as part of the notification that a second call is on the line.	*65	*85
Calling Name Delivery Blocking Allows a subscriber to block delivery of their own calling name on outgoing call.	*67	*82
Cancel Call Waiting	*70	
Do Not Disturb Allows subscriber to block his line temporarily to prevent incoming calls.	*78	*79
Selective Call Forwarding Subscribers can activate or de-activate the service, and edit the screening list and forwarding numbers.	*53	
Selective Call Rejection Rejects calls from specified numbers.	*60	
Voicemail Access *(from subscriber's number)*	*318	
Call Forwarding *(if using the variable variant, follow code with the number to forward to)* Calls that are not answered on the subscriber's telephone may be forwarded to another number.	*72	*73
Call Forwarding Busy *(if using the variable variant, follow code with the number to forward to)* Forwards incoming calls to a different number when the dialed number is busy.	*62	*63
Call Forwarding No Answer Forwards incoming calls to a different number if the call is not answered within a specified length of time or number of rings.	*92	*93
Call Hold Allows subscriber to put a call on hold in order to dial another number using the switchhook, and then switch between the two calls	*52	
Customer Originated Trace Traces an offending incoming call immediately after it is received. The subscriber invokes the service by dialing a code, and Fidelity traces the call and passes the originating number to the law enforcement agency handling the complaint.	*57	
Speed Dial 99 Allows one-digit or two-digit codes to be used as shortcuts for selected phone numbers. The subscriber enters the code and this is interpreted as if he or she had dialed the phone number. Available codes are 1-9, and 10-99	*75	
Three-Way Calling Call the first party and hit the switch hook. At the dial tone, dial the second party's phone number. After the second party answers, hit the switch hook again. All three parties will now be on the line and will remain connected until the originating caller ends the call.	#	

*Some smart features require a subscription. Not all features <u>available</u> in all areas. Please contact Cable America at 800-338-1808 for more details.

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