



## Class 4: Voice Mail

### Basic description

What is Voice Mail??

### Setup

Answering machine, call-in, setup instructions

### Using VM

Retrieving, deleting, skipping, saving messages

### Advanced

Stutter dial tone, remote access, Email Alert

## Voice Mail

Voice Mail is a sophisticated technology that jazzes up how you get messages when you miss phone calls.

A voice mail system is a server, physically located in the provider's central office, or switch. It is in a box, like a computer server, and is integrated directly with the switch that controls the phone service. Voice Mail is different from an answering machine in several ways:

- It is located at the telephone office, it is not something you put in your home and connect to your phone line or electrical outlet.
- It is not a cheap plastic device subject to lightning damage, falling off the table and breaking, going haywire, needing new batteries, microchips or tapes and you won't have to keep track of instructions or warranties.
- It can take messages when you are not home, on the phone, online, out of phone service or just don't answer, not just when your phone rings and you don't pick up.
- It can email your messages to you or forward your messages to another number. (cell phone, etc)
- You can retrieve your messages from anywhere, not just from the answering machine.
- You can make changes to your announcement or call handling remotely.



### To Setup Your Voice Mail:

1. Sign up in our office, by telephone or online ([www.tcc.coop](http://www.tcc.coop))
2. Call our office when you are ready to setup and we will activate it

Strum: 695-2691

Independence: 985-3004

- ◆ If you have existing answering devices, please disconnect them or turn off the answering device portion at this time.
- ◆ Dial \* 98 from your home phone.  
(if calling from a remote phone, dial your phone number, press \* to interrupt the greeting, enter 0000 and #)
- ◆ Press 9 for mailbox setup
  - Press 1 for Greeting Options
  - Press 2 to Change Password
  - Press 3 for Notification Options
  - Press 4 to Disable/Enable Auto-Login

Press 4 to Record a new greeting, press # when done.

## Voice Mail Instructions

### Get messages from your home:

Dial \*98

### Get messages away from home:

Dial your telephone number

Press \* during the greeting

Enter password number, press #

### Message retrieval menu:

**Press 1 to Retrieve Messages, then**

**Press 1:** hear New messages.

**Press 2:** hear Saved messages.

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

### Listen to messages:

**Press 1** – Play or re-play message.

**Press 2** – Save message, go to next.

**Press 3** – Delete message, go to next.

**Press 4** – Save message as new.

**Press 5** – Reply to a message. (1)

**Press 6** – Forward message. (1)

**Press 7** – Skip back three seconds.

**Press 8** – Pause or continue message.

**Press 9** – Skip forward three seconds.

**Press \*** – Return to main menu.

### Voice Mail Details

2 Minutes allowed per message

One mailbox included, up to 2 sub-mailboxes available

You can keep a new or saved messages for 15 days

You can use speed dial to call VM and log in for you

VM activates message waiting light or stutter dial tone

30 messages can be stored at one time

20 minutes total space for messages

### Deluxe Voice Mail Options

3 minutes allowed per message

Call pager, cell or other when you have VM

E-mail Alert

Forward message to another number

Memo feature

Up to 9 sub-mailboxes allowed

Call the person who called right back

Distribution List

Associated Numbers

### Stutter Dial Tone

If your phone does not have a "Message Indicator Light" that VM can light up and blink when you have messages, then you will hear a "stutter dial tone" when you pick up the phone to let you know you have new voice mail waiting. Just pick up the phone!

### Remote Access

You can check your voice mail from any phone, not just your home phone. This is called Remote Access. From a phone local to your home number, just dial your 7 digit number, press \*, enter your password and press #. If you are long distance from your home, call from a cell phone OR get a toll-free number from TCC and use that to call in. Your phone bill will be charged \$ .25 per minute, but at least your friend/relative won't get long distance charges and you can use a pay/public phone to call in.

### Email Alert

Give us your email address and we can setup your voice mail to automatically email your voice mail messages to you. The email includes an attached sound file that you play over your computer speakers. You can replay the message as many times as you want, save it to your computer for later reference or even forward it to another person to listen to. Plus those messages are still on your voice mail when you get home.